



**Federal Aviation
Administration**

**FAA Flight Standards Service
Safety Awareness, Feedback, and Evaluation
Survey of Repair Station Operators**

Final Overall Results

September 2015

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

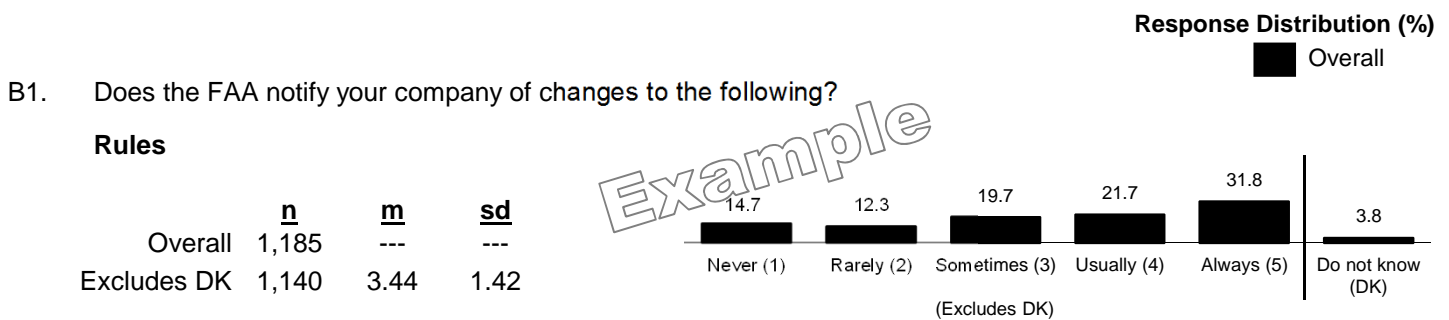
A sample of repair station operators were invited to complete a short survey designed to assess the quality of services provided by the FAA. Participation in the survey was voluntary. Criteria for inclusion in reporting required that respondents were working for a company exercising return-to-service authority of its Part 145 repair station certificate at the time of survey distribution.

In March 2015, a random sample of Part 145 repair station operators were notified via US Postal Service of an upcoming survey. The notification was followed by postal and email invitations to participate in an online survey. Invitees were given the opportunity to request a paper survey. The survey opened March 18th. Postal and email reminders were sent to nonresponders on April 21st. A final reminder letter and paper survey were sent to nonresponders on May 18th. The online survey closed June 15th and paper surveys were accepted through June 22nd.

Invitations were sent to 2,440 repair station operators. Of those, 22 invitations were undeliverable, leaving an adjusted distribution of 2,418. There were 1,353 responses to the invitation; however, 34 of those were operators who declined to participate (opted out). Leaving 1,319 (54.0%) returned surveys (1,159 online and 160 paper). Of those, 1,246 met criteria for inclusion in the survey. Operators were informed that their responses 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 and responses to open-text items and comments are provided in Appendix B of this report.

Figure 1. Example of Report Format



Descriptive Statistics

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

Response Values. Response options (labels) on response scales are assigned values from 1 to 5. For example, the labels shown in *Figure 1* (above) would be assigned the values 1 through 5 where *Never*=1 and *Always*=5. 'Do not know' responses are not assigned a value and are excluded from the calculation of *Mean* and *Standard Deviation*.

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. 'Do not know' responses are excluded from calculations.

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. 'Do not know' responses are excluded from calculations.

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

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

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.

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 of respondents is calculated by dividing the frequency count by the number of respondents who answered that item (n) and multiplying by 100.

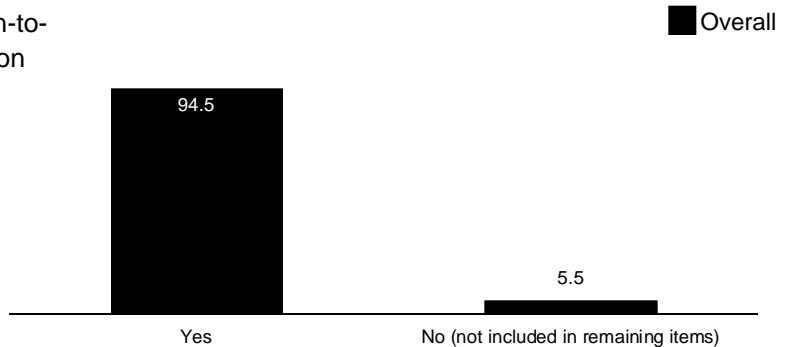
The Safety Awareness, Feedback, and Evaluation (SAFE) Survey of Repair Station Operators is shown in Appendix A of this report.

Section A: Demographics

Response Distribution (%)

A1. Is your company currently exercising return-to-service authority of its Part 145 repair station certificate? (required)

Overall \bar{n}
1,319



Results for Item A2 through Item G2 include only respondents who indicated 'Yes' on Item A1.

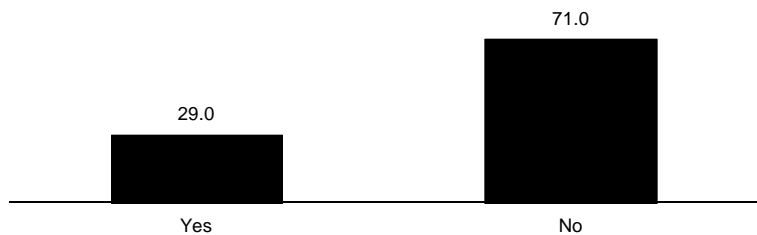
A2. How long has your company had a Part 145 repair station certificate?

		Years				
	\bar{n}	<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	1,159	0	88	17	19.50	13.82



A3. In the past 12 months, has your company made any changes to its Part 145 repair station authorization(s)/rating(s)?

Overall \bar{n}
1,241



A4. Is your repair station certificated as a satellite?

Overall \bar{n}
1,237



A5. What is your position within your repair station? *[mark all that apply]*

n
Overall 1,243

Frequency Count*

% of Respondents**

Overall

Overall

741	Quality assurance	59.6
467	Supervisor	37.6
560	Inspector	45.1
331	Owner	26.6
58	FAA Certificate Executive Officer (CEO)	4.7
145	FAA Certificate Liaison	11.7
627	FAA Accountable Manager	50.4
143	EASA Accountable Manager	11.5
361	FAA Certificated Mechanic (Airframe, Powerplant or both)	29.0
7	Non-certificated Mechanic	0.6
432	Repairman	34.8
101	Other <i>(specify below)</i>	8.1

*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 A5a* include only respondents who indicated 'Other' on *Item A5* and provided a text response.

A5a. Other position within your repair station:

(Comments provided in Appendix B.)

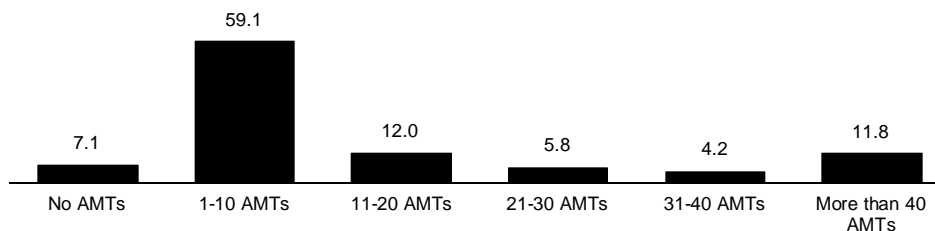
n
Overall 101

Response Distribution (%)

A6. How many Aviation Maintenance Technicians (AMTs) work at your repair station?

■ Overall

		<u>AMTs</u>				
		<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	<u>n</u> 1,213	0	6,200	6	34.53	204.18

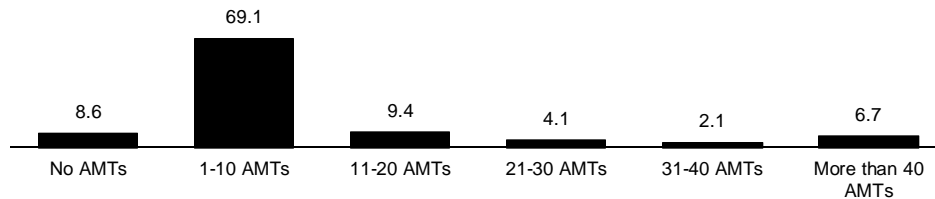


Response Distribution (%)

A7. How many of the AMTs hold a certificate?

Overall

		Certificates				
	<u>n</u>	<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	1,206	0	5,400	4	21.60	166.66



A8. What type(s) of facility is your company? [mark all that apply]

Overall n
1,227

Frequency Count*

% of Respondents**

Overall

Overall

605	Component	49.3
399	Avionics	32.5
279	Engine	22.7
182	Airframe	14.8
363	Other (specify below)	29.6

*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 A8a include only respondents who indicated 'Other' on Item A8 and provided a text response.

A8a. Other type of facility:

(Comments provided in Appendix B.)

Overall n
360

A9. Which type(s) of aircraft does your company provide service for? [mark all that apply]

Overall n
1,140

Frequency Count*

% of Respondents**

Overall

Overall

1,066	Fixed-wing	93.5
507	Rotary-wing	44.5
42	Unmanned aircraft systems (UAS)	3.7

*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.

A10. Which rating(s) does your company currently hold?*[mark all that apply]*

n
Overall 1,228

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
603	Airframe	49.1
454	Powerplant	37.0
88	Propeller	7.2
380	Radio	30.9
348	Instrument	28.3
501	Accessory	40.8
888	Limited	72.3
263	Specialized Services <i>(specify below)</i>	21.4

*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 A10a* include only respondents who indicated 'Specialized Services' or *item A10* and provided a text response.

A10a. Specialized Services rating(s) that your company currently holds:

(Comments provided in Appendix B.)

n
Overall 251

A11. What part(s) of the Code of Federal Regulation (CFR) applies to the aircraft that your company maintains?

[mark all that apply]

n
Overall 1,220

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
127	Part 61 (sport pilot)	10.4
628	Part 91 (corporate)	51.5
401	Part 121 (flag, domestic, supplemental operations)	32.9
225	Part 125 (aircraft with 20 or more seats and cargo payload of 6,000 lbs or more when common carriage is not involved)	18.4
174	Part 129 (foreign carrier and foreign operator of US-registered aircraft used in common carriage)	14.3
66	Part 133 (rotorcraft external loads)	5.4
536	Part 135 (commuter/on-demand operations)	43.9
95	Part 137 (agricultural operations)	7.8
126	Part 141 (pilot schools)	10.3
952	Part 145 (repair stations)	78.0
349	EU (EASA) certificated aircraft	28.6
47	Other <i>(specify below)</i>	3.9

*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 *Item A11a* include only respondents who indicated 'Other' on *Item A11* and provided a text response.

A11a. Other part(s) of the Code of Federal Regulation (CFR) that applies to the aircraft that your company maintains:
(Comments provided in Appendix B.)

Overall $\frac{n}{47}$

A12. Which category of aircraft does your company maintain? [\[mark all that apply\]](#)

Overall $\frac{n}{1,050}$

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
532	General aviation airplanes(>12,500 lbs)	50.7
519	General aviation airplanes(<12,500 lbs)	49.4
209	Piston engine inspection, repair, and overhaul	19.9
322	Turbine engine inspection, repair, and overhaul	30.7
284	Rotorcraft	27.1
216	Non-air carrier turbojet aircraft	20.6
378	Air carrier aircraft operated under 14 CFR Part 121	36.0
229	Foreign air carrier aircraft operated under equivalent 14 CFR Part 121	21.8

*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.

A13. Which type(s) of services does your company perform? [\[mark all that apply\]](#)

Overall $\frac{n}{1,208}$

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
427	Heavy Maintenance(detailed inspections and maintenance)	35.4
640	Preventative maintenance(simple or minor)	53.0
359	Line Maintenance	29.7
468	Alterations	38.7
616	Overhaul	51.0
259	Rebuild	21.4
336	Nondestructive Testing(NDT)	27.8
237	Other (specify below)	19.6

*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 A13a* include only respondents who indicated 'Other' on *Item A13* and provided a text response.

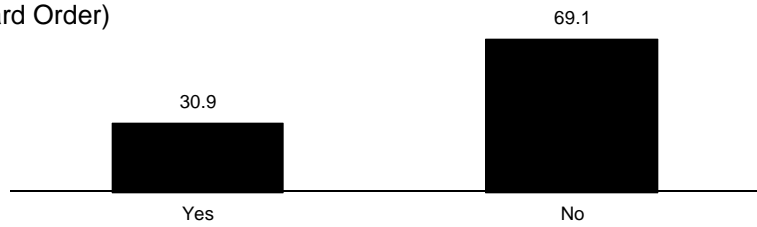
A13a. Other type(s) of services your company performs:
(Comments provided in Appendix B.)

Overall $\frac{n}{235}$

Response Distribution (%)

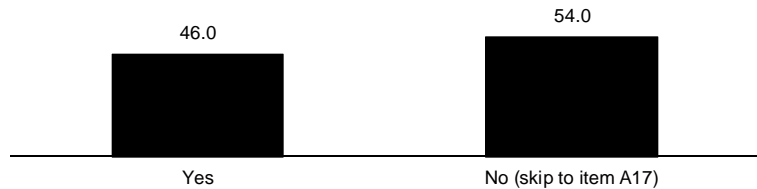
A14. Is your repair station associated with a manufacturer (e.g., Production Certificate, Parts Manufacturing Approval, Technical Standard Order) of aviation articles?

Overall \bar{n} 1,217



A15. Does your company perform work away from its fixed location? (required)

Overall \bar{n} 1,223

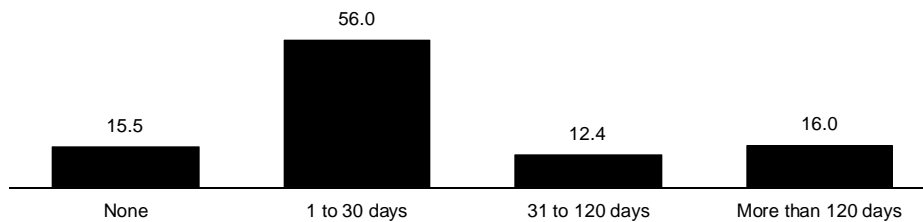


Results for Item A16 include only respondents who indicated 'Yes' on Item A15.

A16. During the past 12 months, approximately how many days did your company work away from its fixed location?

Overall \bar{n} 554

Days					
min	max	med	m	sd	
0	365	12	53.75	92.31	



A17. In which region is the FAA office that has jurisdiction over your repair station certificate?

Overall \bar{n} 1,217

Frequency Count

% of Respondents

<u>Overall</u>		<u>Overall</u>
7	Alaskan Region (Alaska)	0.6
74	Central Region (Illinois: <u>ONLY</u> Madison, St. Clair, Monroe counties; Iowa; Kansas; Kentucky: NOT Boone, Kenton, and Campbell counties; Missouri; Tennessee; Nebraska)	6.1
146	Eastern Region (Delaware, Maryland, New Jersey, New York, North Carolina, Pennsylvania, Virginia, West Virginia, District of Columbia)	12.0
161	Great Lakes Region (Illinois: <u>NOT</u> Madison, St. Clair, Monroe counties; Indiana; Kentucky: <u>ONLY</u> Boone, Kenton, and Campbell counties; Michigan; Minnesota; North Dakota; Ohio; South Dakota; Wisconsin)	13.2
68	New England Region (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont)	5.6
99	Northwest Mountain Region (Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming)	8.1
236	Southern Region (Alabama, Florida, Georgia, Puerto Rico, South Carolina)	19.4
199	Southwest Region (Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma, Texas)	16.4
226	Western-Pacific Region (Arizona, California, Hawaii, Nevada)	18.6
1	International Region	0.1

Section B: The following items focus on the FAA’s Regulatory Guidance (e.g., FARs, advisory circulars, orders, safety agreements, and airworthiness directives).

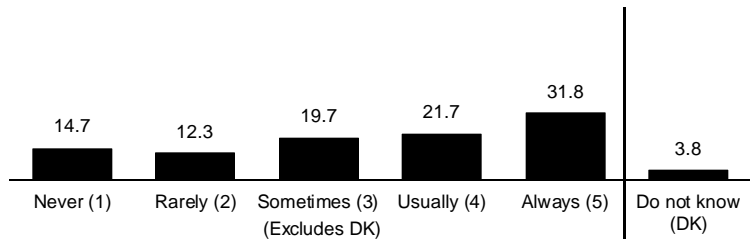
Response Distribution (%)

B1. Does the FAA notify your company of changes to the following?

Overall

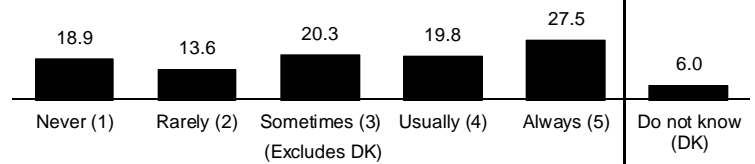
Rules

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1,185	---	---
Excludes DK	1,140	3.44	1.42



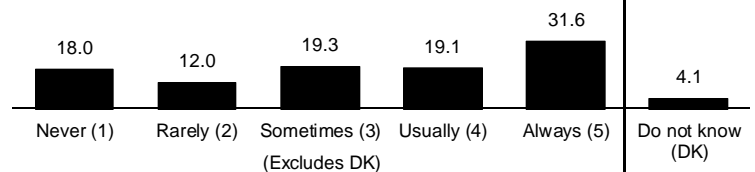
Policy Statements

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1,184	---	---
Excludes DK	1,113	3.23	1.46



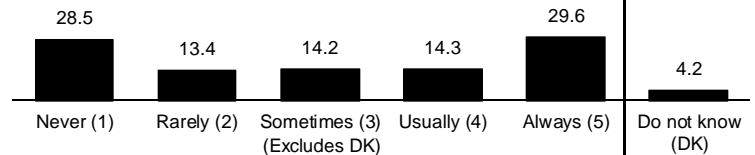
Code of Federal Regulations (CFR)

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1,190	---	---
Excludes DK	1,141	3.34	1.48



Airworthiness Directives (AD)

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1,188	---	---
Excludes DK	1,138	3.03	1.61



Advisory Circulars (AC)

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1,187	---	---
Excludes DK	1,135	2.99	1.50



Response Distribution (%)

B2. To what extent do the FAA regulations for repair stations contribute to the safety of the National Airspace System?

Overall

Overall n 1,199 m 3.94 sd 1.03



B3. In the *past 12 months*, which of the following sources did your company regularly use for information on FAA requirements and guidance? *[mark all that apply]*

Overall n 1,202

Frequency Count*

% of Respondents**

Overall

Overall

74	FAA Safety Briefing magazine	6.2
1,149	FAA website (faa.gov)	95.6
12	FAA social media (e.g., Facebook, Twitter, Instagram)	1.0
770	Advisory circular	64.1
315	FAASafety website (faasafety.gov)	26.2
402	Government website - non-FAA (e.g., EASA, CAA)	33.4
385	Professional organization website (e.g., ARSA, EAA, PAMA)	32.0
194	Company website	16.1
295	External media websites (e.g., AMT Magazine, MRO)	24.5
71	Other (specify below)	5.9

*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 *Item B3a* include only respondents who indicated 'Other' on *Item B3* and provided a text response.

B3a. Other source(s) your company used regularly for information on FAA requirements and guidance
(Comments provided in Appendix B.)

Overall n 70

B4. Which of the following methods would your company recommend the FAA use to communicate guidance to repair stations? *[mark all that apply]*

<u>n</u>			
Overall	1,209		
<u>Frequency Count*</u>			<u>% of Respondents**</u>
<u>Overall</u>			<u>Overall</u>
831	FAA websites with links to updates		68.7
34	Facebook		2.8
14	Twitter		1.2
7	Instagram		0.6
43	Podcasts		3.6
87	YouTube		7.2
243	Webinar (video teleconference)		20.1
198	Mobile applications (Apps)		16.4
1,128	Email		93.3
65	FAX		5.4
536	Mail		44.3
31	Other <i>(specify below)</i>		2.6

*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 B4a* include only respondents who indicated 'Other' on *Item B4* and provided a text response.

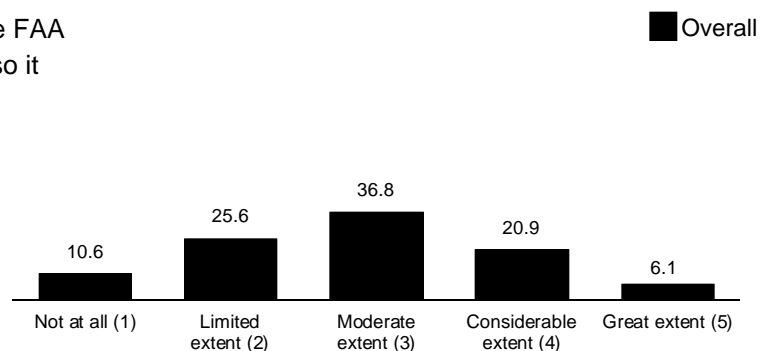
B4a. Other methods your company recommends the FAA use to communicate guidance to repair stations:
(Comments provided in Appendix B.)

	<u>n</u>
Overall	30

Response Distribution (%)

B5. In the past 12 months, to what extent did the FAA clearly write its guidance for repair stations so it was easy to understand?

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	1,189	2.86	1.06



B6. Which area(s) require clearer guidance?*[mark all that apply]*

<u>n</u>			
Overall	1,177		
<u>Frequency Count*</u>			<u>% of Respondents**</u>
<u>Overall</u>			<u>Overall</u>
183	Parts and Materials		15.6
240	Technical Data		20.4
207	Certificate Requirements		17.6
63	Housing and Facilities		5.4
139	Records System		11.8
124	Tools and Equipment		10.5
135	Work away from station		11.5
141	Personnel Records		12.0
274	Contract Maintenance		23.3
286	Manuals		24.3
188	Quality Control		16.0
344	Training		29.2
189	Maintenance Process		16.1
307	EU (EASA) Guidance Material for US		26.1
69	Other <i>(specify below)</i>		5.9
313	None of the above		26.6

*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 B6a* include only respondents who indicated 'Other' on *Item B6* and provided a text response.

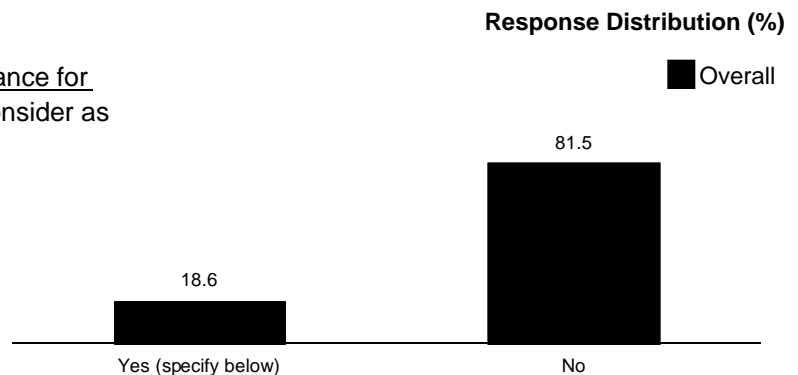
B6a. Other area(s) that require clearer guidance:

(Comments provided in Appendix B.)

n
Overall 67

B7. Are there improvements to regulatory guidance for repair stations you recommend the FAA consider as high or top priorities?

n
Overall 1,186



Results for *Item B7a* include only respondents who indicated 'Yes' on *Item B7* and provided a text response.

B7a. High or top priority improvements to regulatory guidance for repair stations:

(Comments provided in Appendix B.)

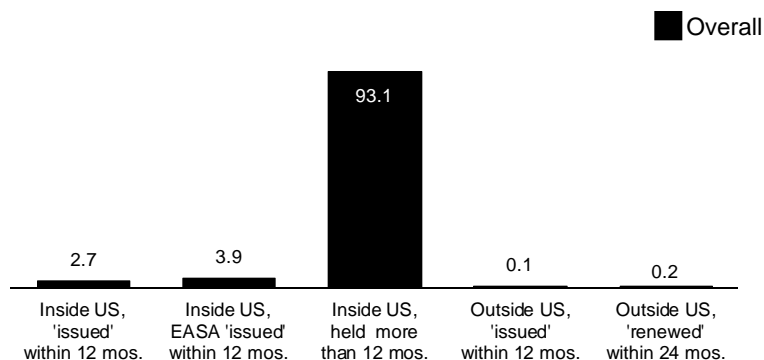
n
Overall 205

Section C: The following items focus on Repair Station Certification.

Response Distribution (%)

C1. Which describes your company? (required)

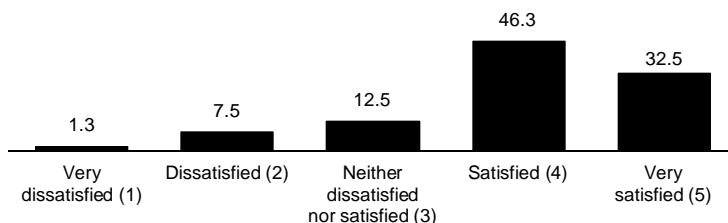
Overall n 1,208



Results for *Item C2* through *Item C6* include only respondents who indicated the repair station certificate was issued or 'renewed' within the past 12 months on *Item C1*.

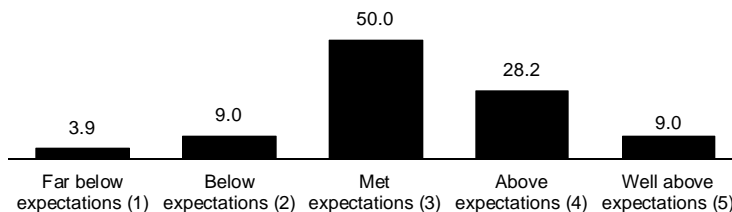
C2. Overall how satisfied was your company with the certification experience?

Overall n 80 m 4.01 sd 0.93



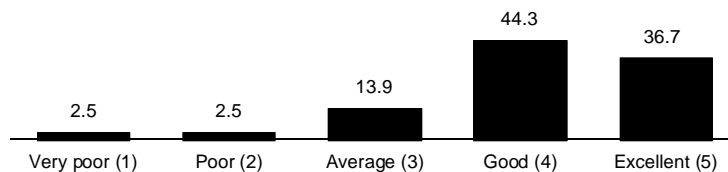
C3. How did the certification experience compare to your company's expectations?

Overall n 78 m 3.29 sd 0.90



C4. How would you rate the overall quality of certification services your company received?

Overall n 79 m 4.10 sd 0.91



C5. What type(s) of technology did your company use to learn about the certification process?

[mark all that apply]

<u>n</u>			
Overall	66		
<u>Frequency Count*</u>			<u>% of Respondents**</u>
<u>Overall</u>			<u>Overall</u>
56	Webpage		84.9
0	Facebook		0.0
1	Twitter		1.5
0	Instagram		0.0
2	Podcasts		3.0
1	YouTube		1.5
2	Mobile applications (Apps)		3.0
3	Video conferencing (e.g., webinar, Facetime, Skype)		4.6
13	Other (specify below)		19.7

*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 C5a include only respondents who indicated 'Other' on Item C5 and provided a text response.

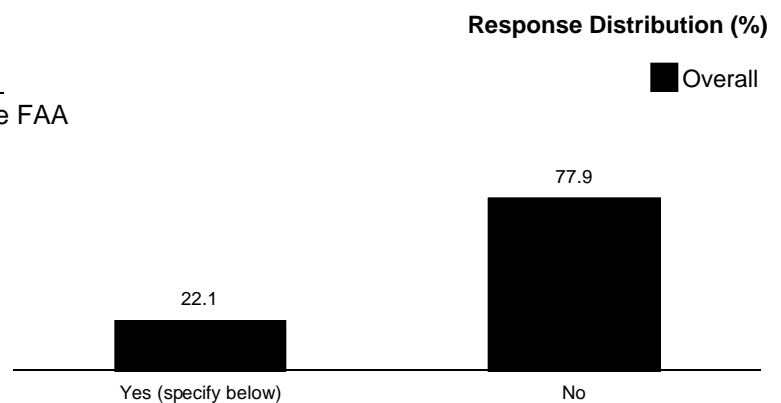
C5a. Other type(s) of technology your company used to learn about the certification process

(Comments provided in Appendix B.)

	<u>n</u>
Overall	13

C6. Are there improvements to the repair station certification process that you recommend the FAA consider as high or top priorities?

	<u>n</u>
Overall	77



Results for Item C6a include only respondents who indicated 'Yes' on Item C6 and provided a text response.

C6a. High or top priority improvements to the repair station certification process:

(Comments provided in Appendix B.)

	<u>n</u>
Overall	16

Section D: The following items focus on Training.

D1. Which training program(s) does your company use for maintenance staff professional development?
 [mark all that apply]

n
 Overall 1,192

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
189	FAA AMT Awards Program	15.9
342	Maintenance related subjects at faasafety.gov	28.7
331	Professional organizations (e.g., PAMA, ARSA)	27.8
53	CFR 147 schools	4.5
170	Flight Safety International Inc.	14.3
741	Original Equipment Manufacturer (OEM)	62.2
188	Special Tools Providers (new technology)	15.8
928	Self-study	77.9
262	Other (specify below)	22.0

*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.

Results for Item D1a include only respondents who indicated 'Other' on Item D1 and provided a text response.

D1a. Other training program(s) your company used for maintenance staff professional development:
 (Comments provided in Appendix B.)

n
 Overall 261

D2. What training method(s) does your company use?[mark all that apply]

n
 Overall 1,173

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
322	Webinar (video teleconference)	27.5
763	Self-paced online training	65.1
45	Podcasts	3.8
84	YouTube	7.2
555	Live seminars	47.3
40	Mobile applications (Apps)	3.4
63	E-book	5.4
184	On-the-job training/one-on-one mentoring	15.7
296	Other (specify below)	25.2

*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 D2a include only respondents who indicated 'Other' on Item D2 and provided a text response.

D2a. Other training method(s) your company used
 (Comments provided in Appendix B.)

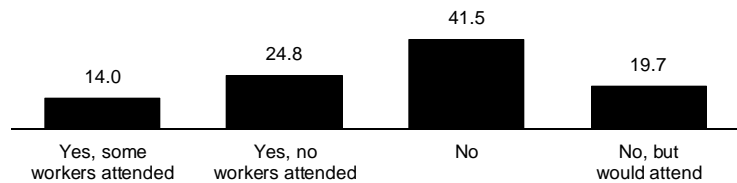
n
 Overall 294

Response Distribution (%)

D3. In the past 12 months, was your company notified of a FAASTeam maintenance seminar in your area?

Overall

n
Overall 1,192



D4. What is your company's preference for day of the week for FAASTeam seminars? [\[mark all that apply\]](#)

n
Overall 1,100

Frequency Count*

% of Respondents**

Overall

Overall

303	Monday	27.6
459	Tuesday	41.7
599	Wednesday	54.5
438	Thursday	39.8
310	Friday	28.2
168	Saturday	15.3
27	Sunday	2.5

*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.

D5. What is your company's preference for time of day for FAASTeam seminars? [\[mark all that apply\]](#)

n
Overall 1,114

Frequency Count*

% of Respondents**

Overall

Overall

740	Morning	66.4
310	Mid-day	27.8
271	Early afternoon	24.3
98	Evening	8.8

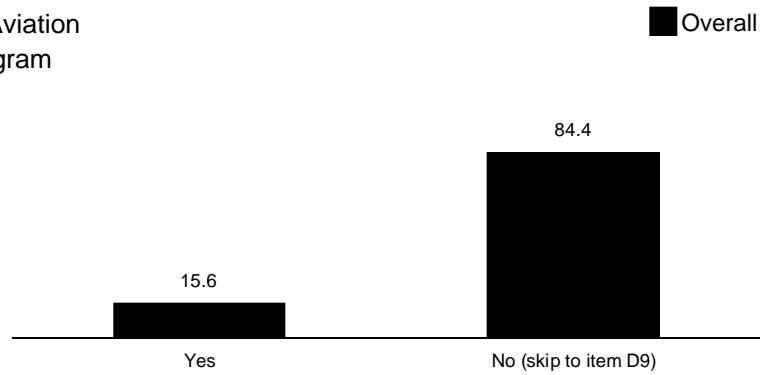
*Frequency Count can sum to greater than the Number of Respondents (n) due to multiple responses [\[mark all that apply\]](#).

**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.

Response Distribution (%)

D6. Does your company participate in the FAA Aviation Maintenance Technicians (AMT) Award program through faasafety.gov? (required)

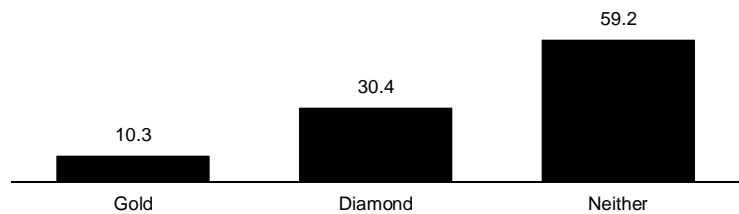
Overall n
1,202



Results for Item D7 through Item D8 include only respondents who indicated 'Yes' on Item D6.

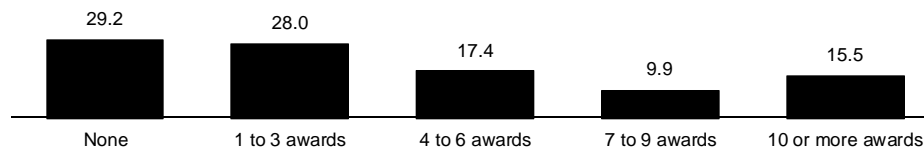
D7. In the *past 12 months*, which AMT Employer Award of Excellence has your company received from the FAA?

Overall n
184



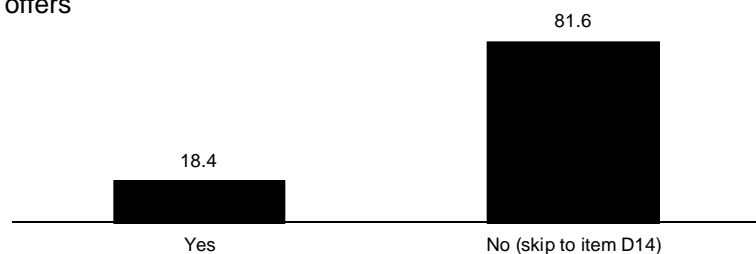
D8. How many AMT Employer Awards of Excellence, in total, has your company received from the FAA?

	<u>n</u>	<u>Awards</u>				
		<u>min</u>	<u>max</u>	<u>med</u>	<u>m</u>	<u>sd</u>
Overall	161	0	500	2	10.49	46.09



D9. In the *past 12 months*, has your company used FAA and/or industry courses that the FAASite offers online at faasafety.gov? (required)

Overall n
1,201

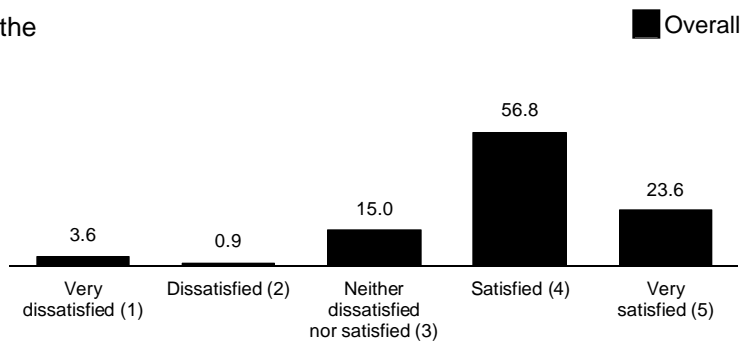


Results for *Item D10* through *Item D13* include only respondents who indicated 'Yes' on *Item D9*.

Response Distribution (%)

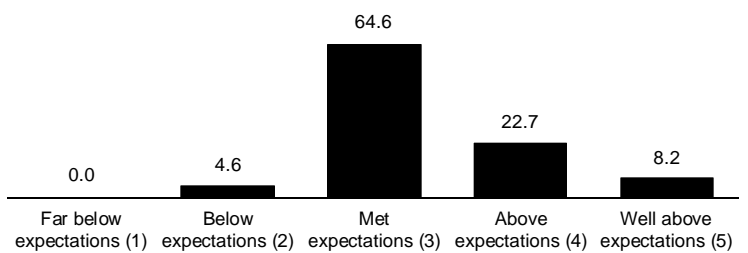
D10. Overall how satisfied was your company with the FAASTeam's online courses (faasafety.gov)?

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	220	3.96	0.87



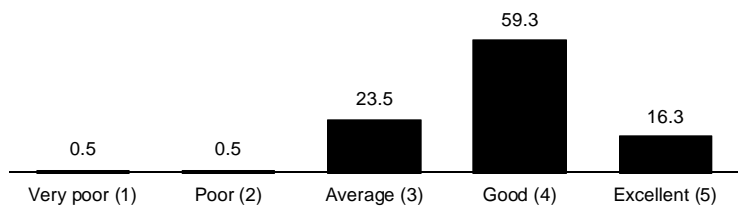
D11. How did your company's experience using the FAASTeam's online courses (faasafety.gov) compare to expectations?

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	220	3.35	0.69



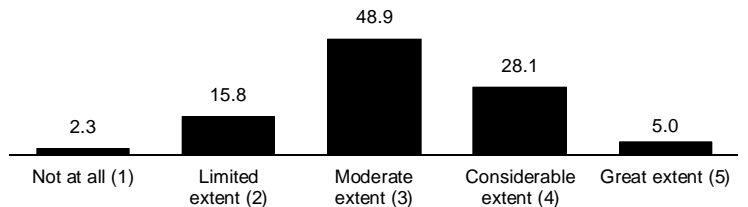
D12. Overall how would your company rate the quality of the FAASTeam's online courses (faasafety.gov)?

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	221	3.90	0.67



D13. To what extent did the FAASTeam's online courses (faasafety.gov) improve how your company manages safety risks?

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	221	3.18	0.84



D14. Which of the following maintenance subjects would be of interest to your company if the FAASTeam offered them online? *[mark all that apply]* (required)

n
Overall 1,200

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
515	Aging Aircraft	42.9
353	Composites	29.4
443	Field Approvals	36.9
610	Failure to follow procedures	50.8
100	Light sport maintenance	8.3
558	New technology integration	46.5
567	NexGen maintenance requirements	47.3
84	Other (specify below)	7.0
151	None of the above (skip to item D16)	12.6

*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 D14a include only respondents who indicated 'Other' on Item D14 and provided a text response.

D14a. Other maintenance subjects of interest to your company
(Comments provided in Appendix B.)

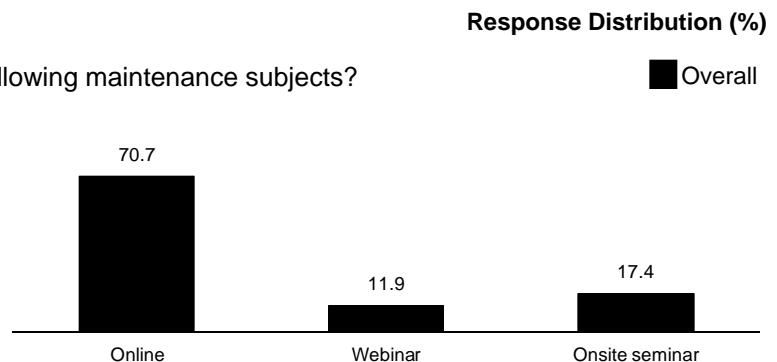
n
Overall 84

Results for Item D15 include only respondents who indicated interest in the specified maintenance subject on Item D14.

D15. Which of the format(s) is preferred for the following maintenance subjects? ■ Overall

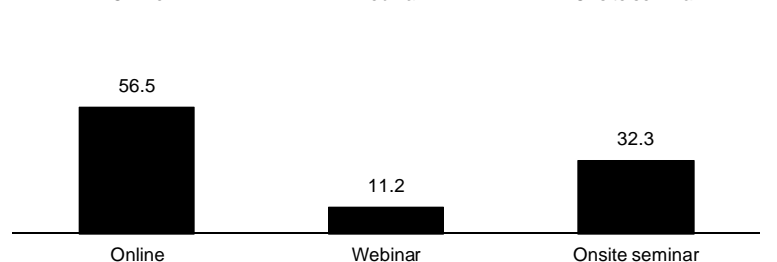
Aging Aircraft

n
Overall 505



Composites

n
Overall 347



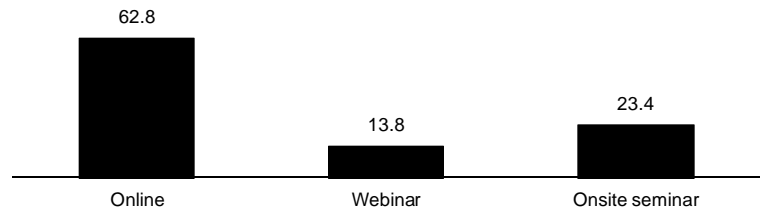
Response Distribution (%)

D15. Which of the format(s) is preferred for the following maintenance subjects?

Overall

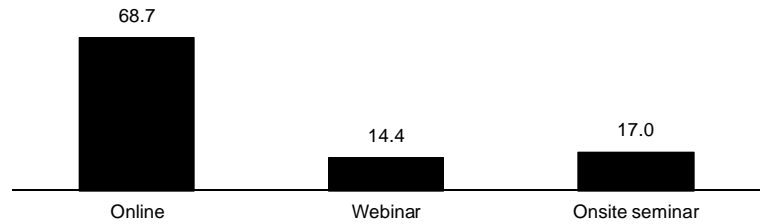
Field Approvals

Overall n
436



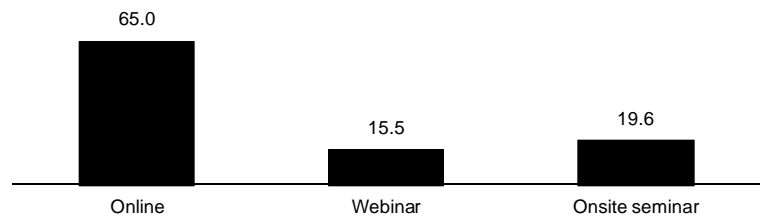
Failure to follow procedures

Overall n
606



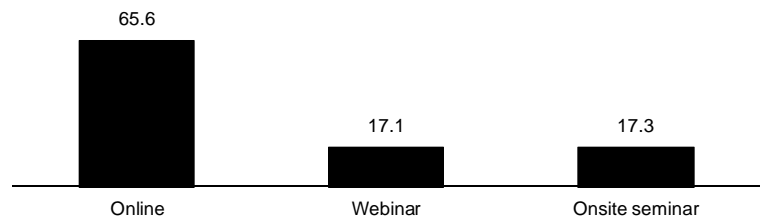
Light sport maintenance

Overall n
97



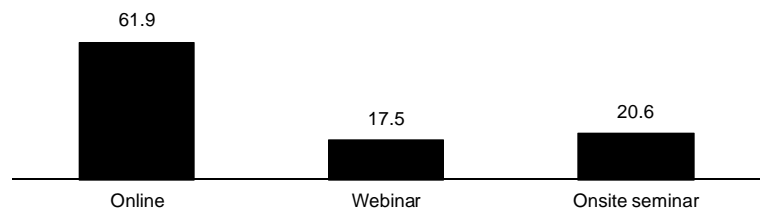
New technology integration

Overall n
550



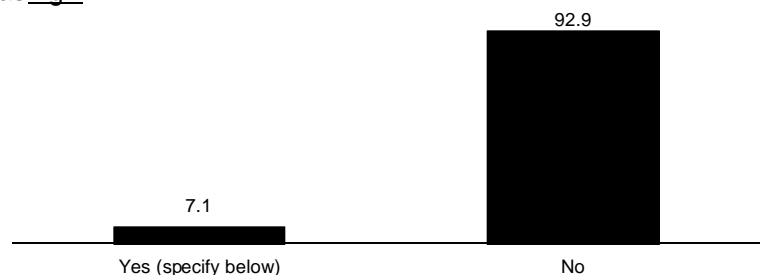
NexGen maintenance requirements

Overall n
559



D16. Are there improvements to FAASTeam course offerings you recommend the FAA consider as high or top priorities?

Overall n
1,156



Results for *Item D16a* include only respondents who indicated 'Yes' on *Item D16* and provided a text response.

D16a. High or top priority improvements to the repair station certification process:
 (Comments provided in Appendix B.)

Overall \bar{n} 62

Section E: The following items focus on Online Information and Tools.

E1. In the past 12 months, which of the following method(s) did your company use for information relevant to repair stations? [*mark all that apply*] (required)

Overall \bar{n} 1,198

<u>Frequency Count*</u>		<u>% of Respondents**</u>
<u>Overall</u>		<u>Overall</u>
1,114	FAA website (faa.gov)	93.0
16	FAA social media (e.g., Facebook, Twitter, Instagram)	1.3
233	FAASafety website (faasafety.gov)	19.5
81	FAA Safety Briefing magazine	6.8
100	FAA Safety Assurance System	8.4
435	EASA website (www.easa.europa.eu)	36.3
426	Professional organization website (e.g., ARSA, EAA, PAMA)	35.6
308	External media websites (e.g., AMT Magazine, MRO)	25.7
70	Other (specify below)	5.8

*Frequency Count can sum to greater than the Number of Respondents (\bar{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 (\bar{n}) and multiplying by 100.

Results for *Item E1a* include only respondents who indicated 'Other' on *Item E1* and provided a text response.

E1a. Other method(s) your company used for information relevant to repair stations
 (Comments provided in Appendix B.)

Overall \bar{n} 68

Results for *Item E2_1* include only respondents who indicated using 'FAA website (faa.gov)' on *Item E1*.

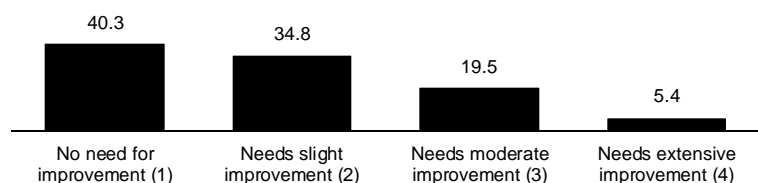
Response Distribution (%)

E2_1. How would you rate the FAA website (faa.gov) on the following:

Overall

Ease of use/navigation

Overall \bar{n} 1,076 \bar{m} 1.90 \bar{sd} 0.90



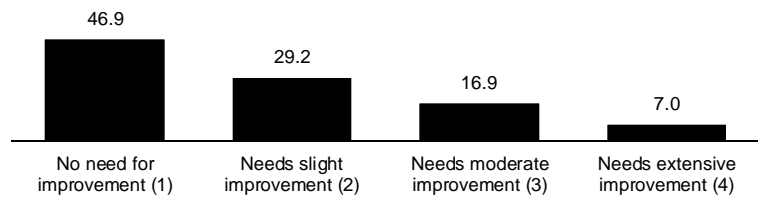
Response Distribution (%)

E2_1. How would you rate the FAA website (faa.gov) on the following:

Overall

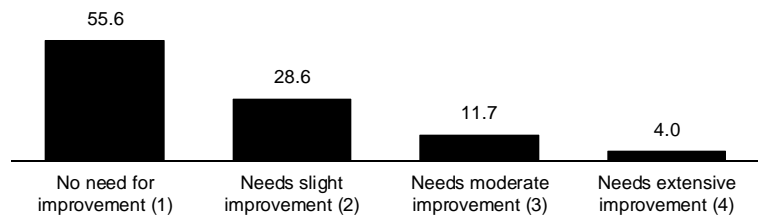
Simple/not cluttered

Overall **n** 1,059 **m** 1.84 **sd** 0.94



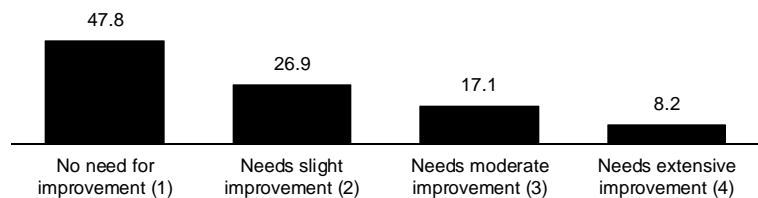
Active links

Overall **n** 1,048 **m** 1.64 **sd** 0.84



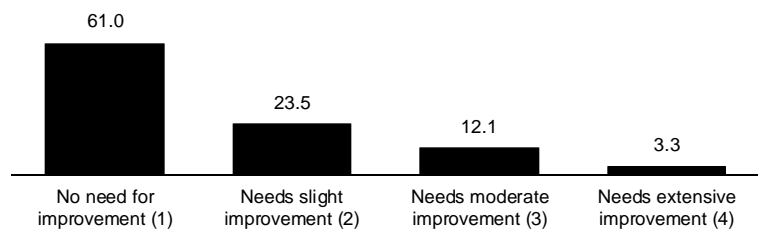
Reliable search

Overall **n** 1,050 **m** 1.86 **sd** 0.98



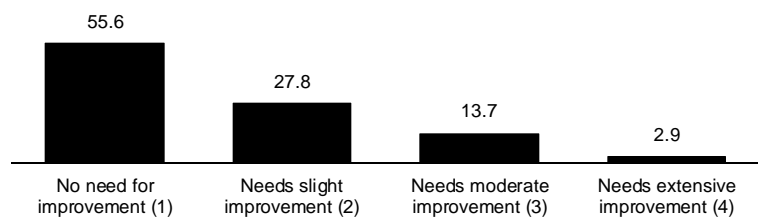
Relevant/current information

Overall **n** 1,054 **m** 1.58 **sd** 0.83



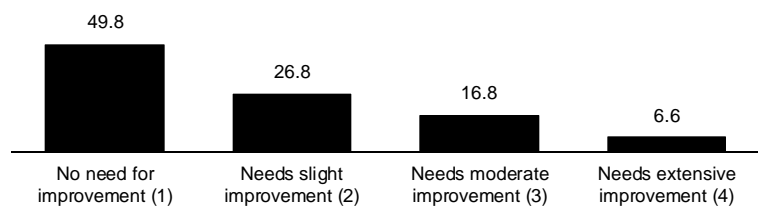
Complete information

Overall **n** 1,056 **m** 1.64 **sd** 0.83



Clearly written content

Overall **n** 1,052 **m** 1.80 **sd** 0.94



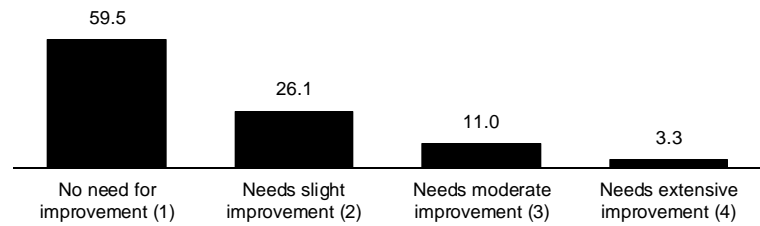
Response Distribution (%)

E2_1. How would you rate the FAA website (faa.gov) on the following:

Overall

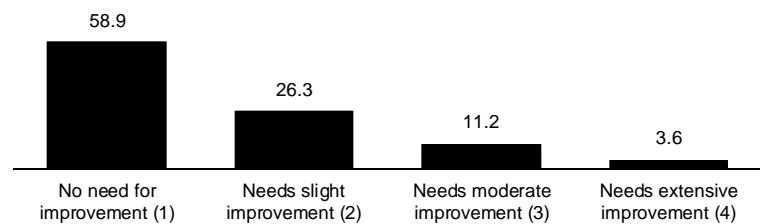
Useful information

Overall **n** 1,060 **m** 1.58 **sd** 0.81



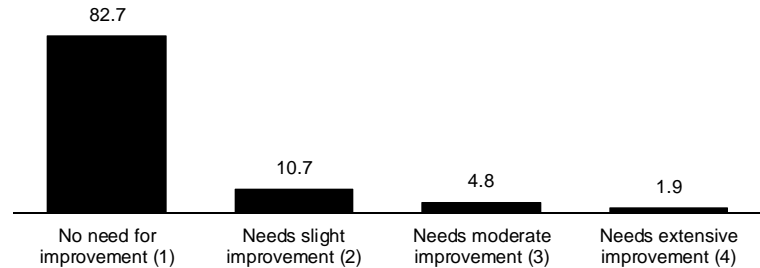
Downloadable information

Overall **n** 1,053 **m** 1.60 **sd** 0.83



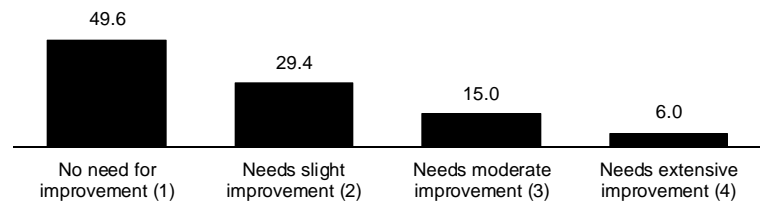
Accessible 24/7

Overall **n** 1,061 **m** 1.26 **sd** 0.63



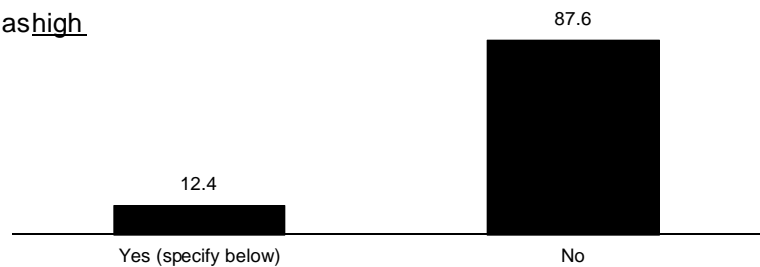
User support (e.g., embedded help, tech support)

Overall **n** 1,026 **m** 1.77 **sd** 0.91



E2_1a. Are there improvements to the FAA website (faa.gov) you recommend the FAA consider as high or top priorities?

Overall **n** 1,083



Results for *Item E2_1b* include only respondents who indicated 'Yes' on *Item E2_1a* and provided a text response.

E2_1b. High or top priority improvements to the FAA website (faa.gov):

(Comments provided in Appendix B.)

Overall **n** 126

Results for *Item E2_2* include only respondents who indicated using 'FAASTeam website (faasafety.gov)' on *Item E1*.

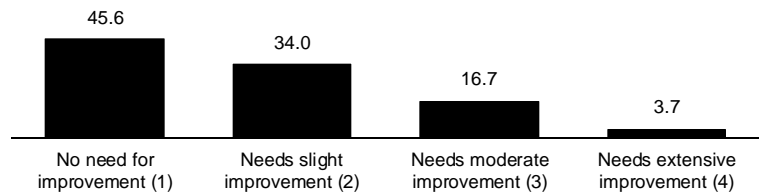
Response Distribution (%)

E2_2. How would you rate the FAASTeam website (faasafety.gov) on the following:

Overall

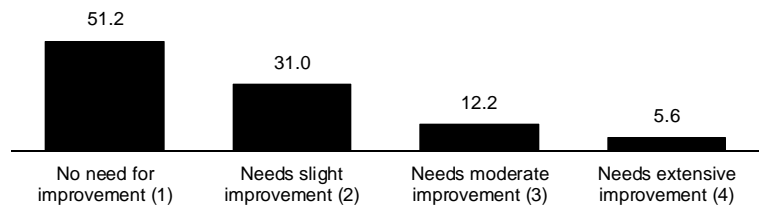
Ease of use/navigation

Overall n m sd
 Overall 215 1.79 0.85



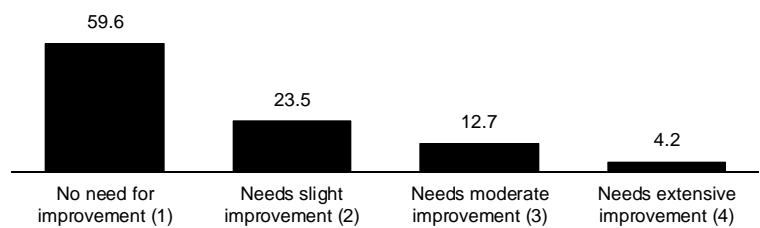
Simple/not cluttered

Overall n m sd
 Overall 213 1.72 0.89



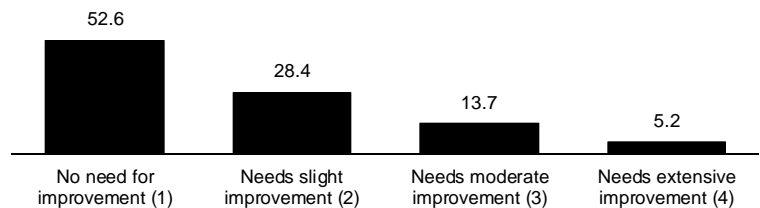
Active links

Overall n m sd
 Overall 213 1.62 0.86



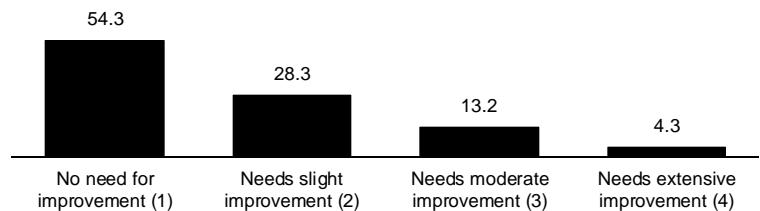
Reliable search

Overall n m sd
 Overall 211 1.72 0.89



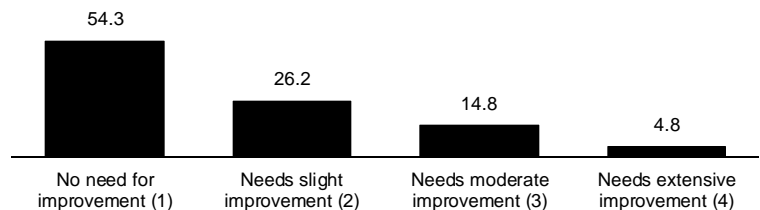
Relevant/current information

Overall n m sd
 Overall 212 1.67 0.86



Complete information

Overall n m sd
 Overall 210 1.70 0.89



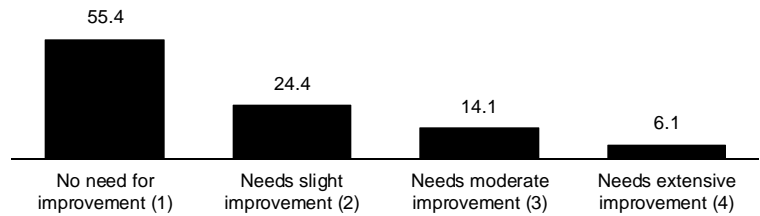
Response Distribution (%)

E2_2. How would you rate the FAASTeam website (faasafety.gov) on the following:

Overall

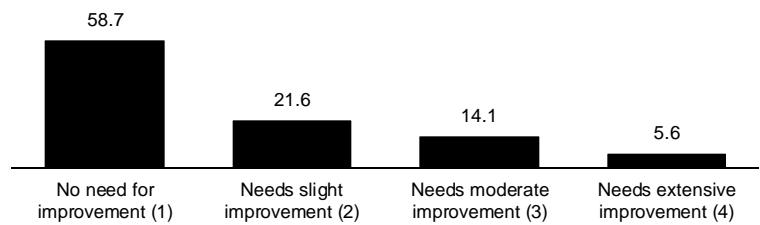
Clearly written content

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	213	1.71	0.93



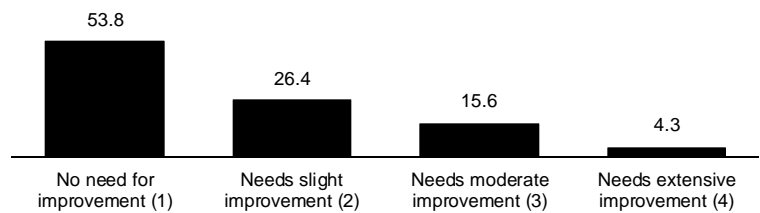
Useful information

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	213	1.67	0.92



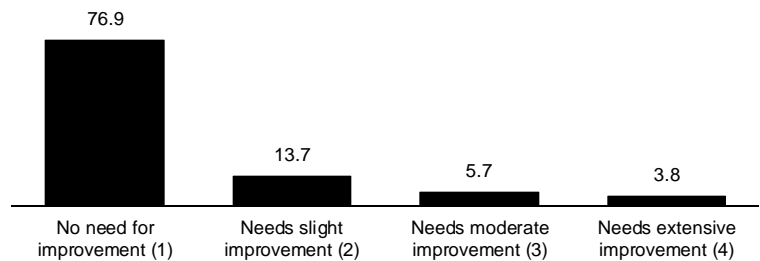
Downloadable information

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	212	1.70	0.88



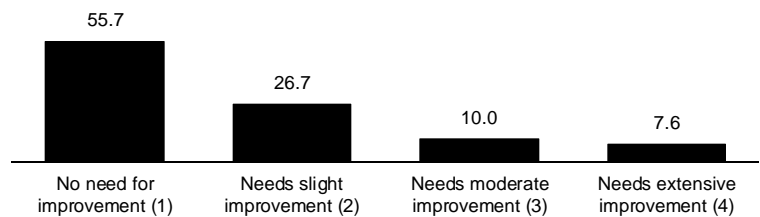
Accessible 24/7

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	212	1.36	0.76



User support (e.g., embedded help, tech support)

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	210	1.70	0.93



Results for *Item E2_3* include only respondents who indicated using 'FAA Safety Assurance System' or *item E1*.

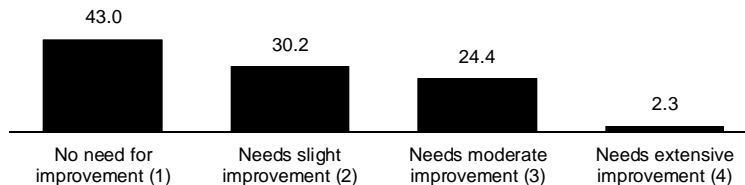
Response Distribution (%)

E2_3. How would you rate the FAA Safety Assurance System on the following:

Overall

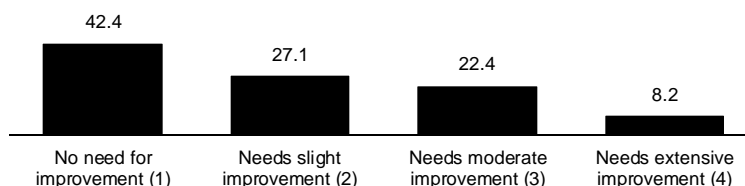
Ease of use/navigation

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	86	1.86	0.87



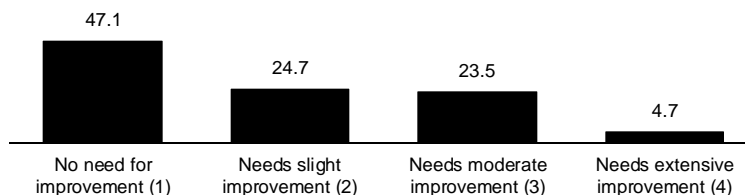
Simple/not cluttered

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	85	1.96	0.99



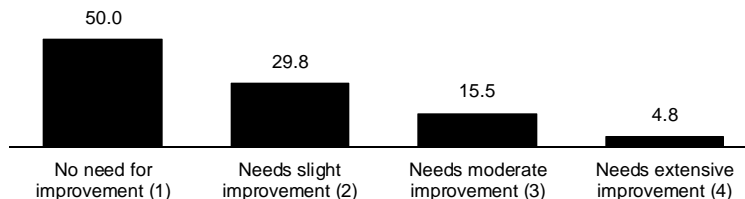
Active links

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	85	1.86	0.94



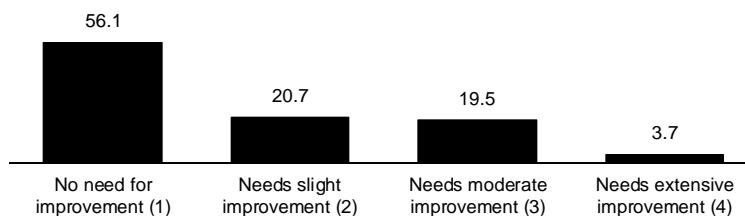
Reliable search

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	84	1.75	0.89



Relevant/current information

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	82	1.71	0.91



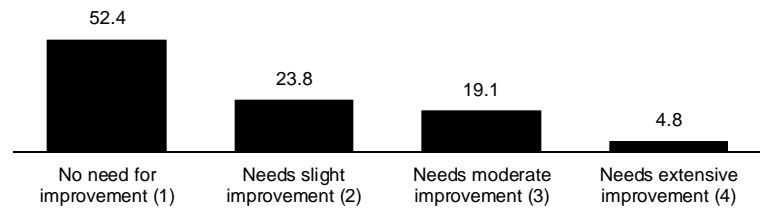
Response Distribution (%)

E2_3. How would you rate the FAA Safety Assurance System on the following:

Overall

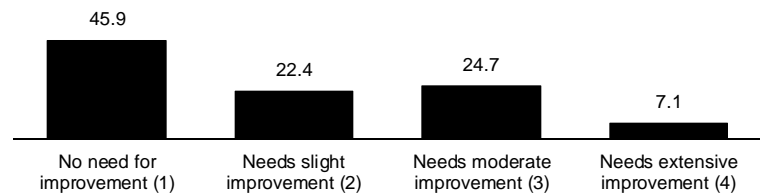
Complete information

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	84	1.76	0.93



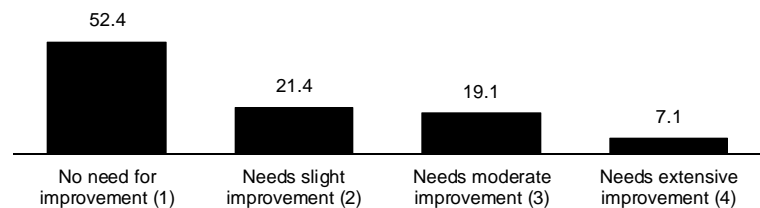
Clearly written content

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	85	1.93	1.00



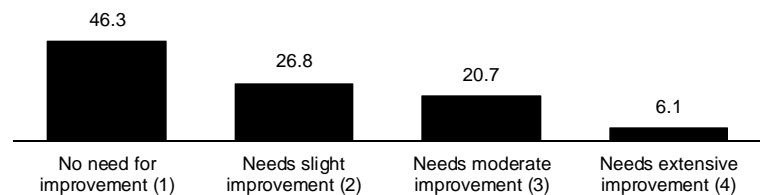
Useful information

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	84	1.81	0.99



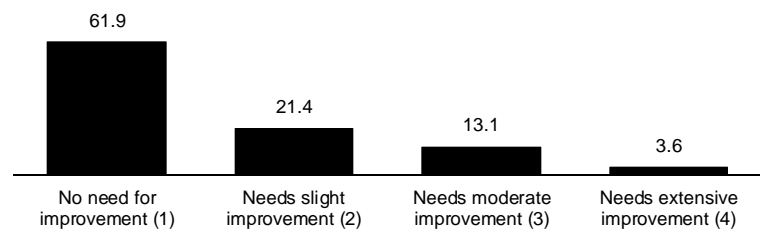
Downloadable information

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	82	1.87	0.95



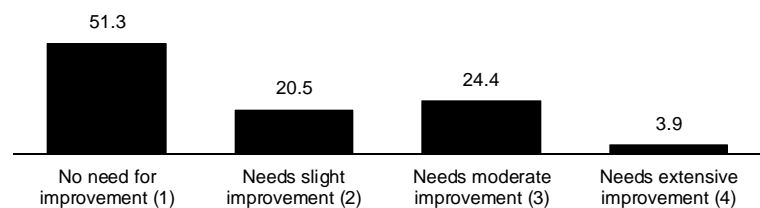
Accessible 24/7

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	84	1.58	0.85

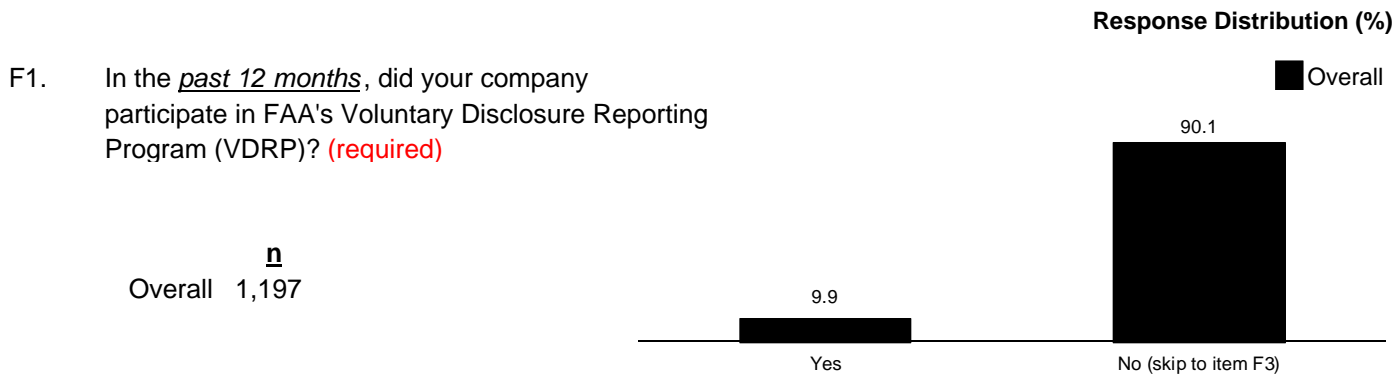


User support (e.g., embedded help, tech support)

	<u>n</u>	<u>m</u>	<u>sd</u>
Overall	78	1.81	0.94

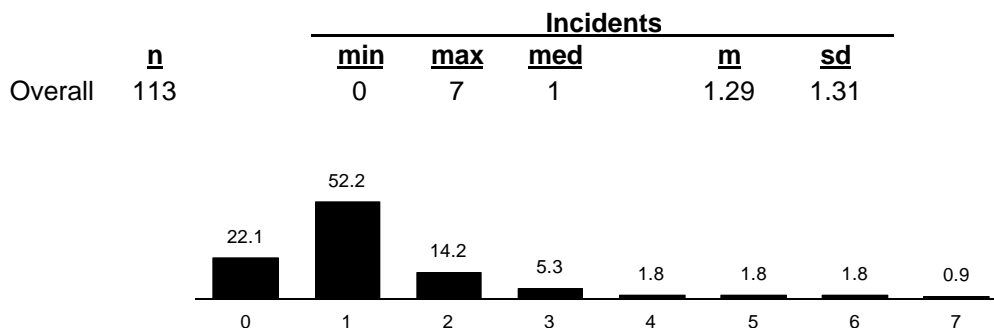


Section F: The following items focus on Inspection.

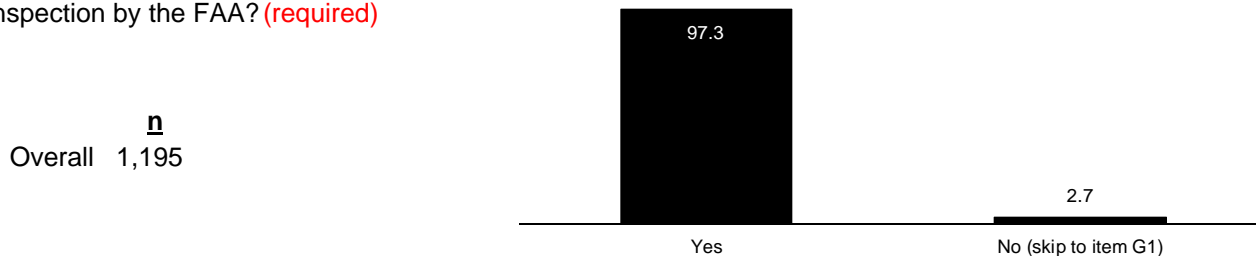


Results for *Item F2* include only respondents who indicated 'Yes' on *Item F1*.

F2. In the *past 12 months*, how many voluntary disclosure incidents did your company report?

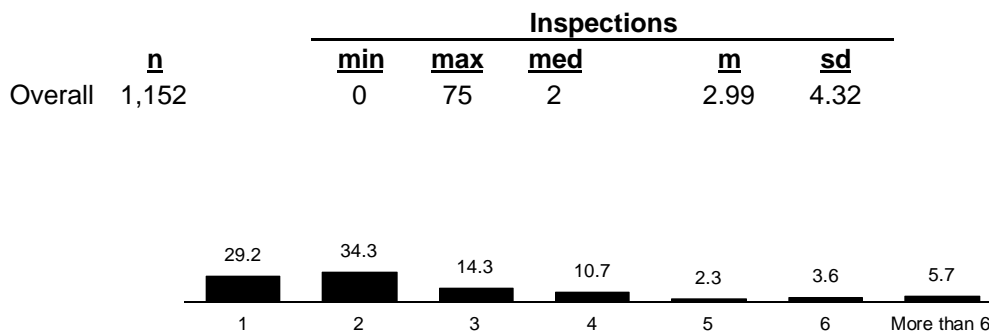


F3. In the *past 12 months*, did your company receive an inspection by the FAA? (required)



Results for *Item F4* through *Item F10* include only respondents who indicated 'Yes' on *Item F3*.

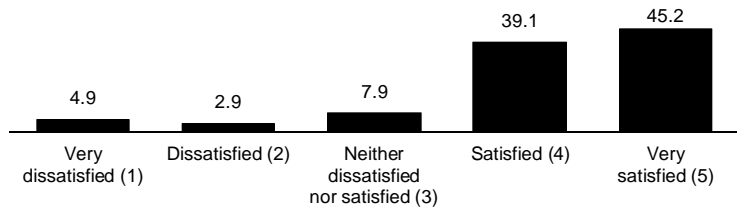
F4. In the *past 12 months*, how many inspections by the FAA did your company receive?



Response Distribution (%)

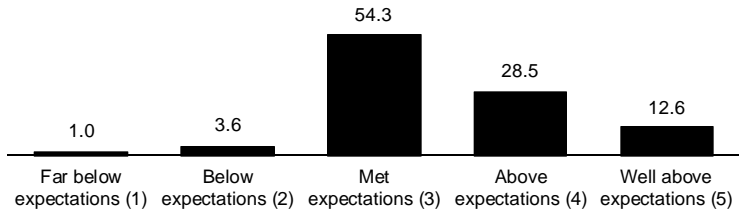
F5. Overall how satisfied was your company with its most recent FAA inspection experience?

Overall n 1,159 m 4.17 sd 1.03



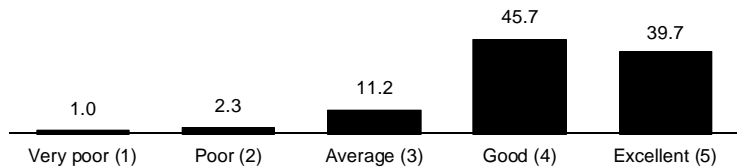
F6. How did your company's most recent FAA inspection experience compare to expectations?

Overall n 1,160 m 3.48 sd 0.79



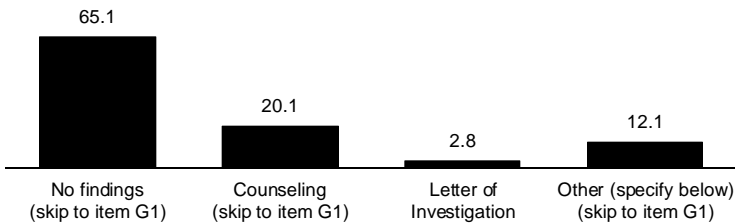
F7. Overall how would your company rate the quality of its most recent inspection experience?

Overall n 1,158 m 4.21 sd 0.81



F8. What was the outcome of the inspection? (required)

Overall n 1,162



Results for Item F8a include only respondents who indicated 'Other' on Item F8 and provided a text response.

F8a. Other inspection outcome:
(Comments provided in Appendix B.)

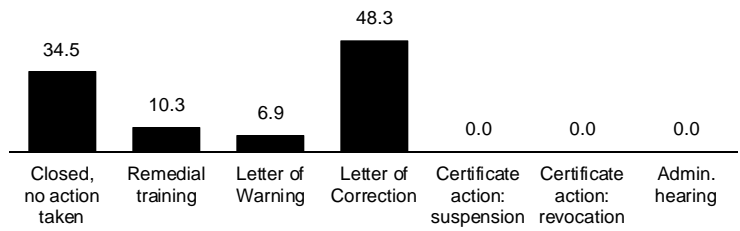
Overall n 139

Results for *Item F9* through *Item F10* include only respondents who indicated 'Letter of Investigation' on *Item F8*.

Response Distribution (%)

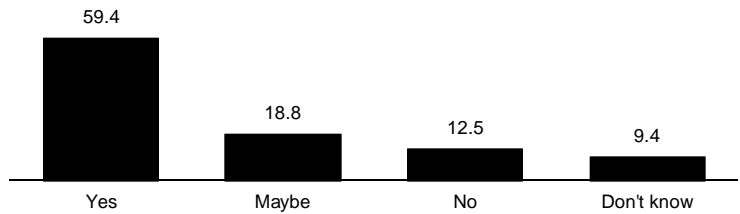
F9. What was the result of the investigation?

Overall \bar{n} 29



F10. Was the investigation justified?

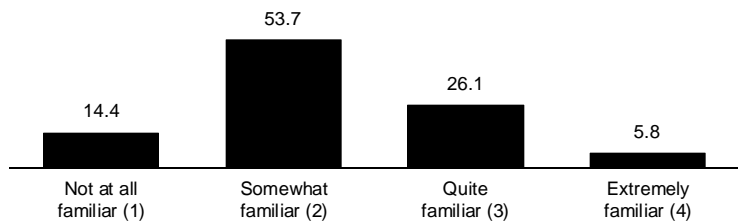
Overall \bar{n} 32



Section G: The following items focus on Safety Management.

G1. How familiar are you with the purpose of a safety management program?

Overall \bar{n} 1,188



G2. Does your company have a safety management program?

Overall \bar{n} 1,173

