

Customer Satisfaction Survey

NOAA Office of Marine and Aviation Operations (OMAO), Aircraft Operations Center (AOC)

Thank you for taking the time to provide feedback to the Office of Marine and Aviation Operations. Your input regarding the services we provide to support your program goals is vital to our efforts to improve user satisfaction. Completion of this questionnaire will help us improve our services to you.

Please submit completed survey to: Director, Office of Marine and Aviation Operations, NOAA **OR** Fax (301)-713-1541 Attn: CSS OMAO
 8403 Colesville Road, Suite 500
 Silver Spring, MD 20910 **OR** Email OMAO.Customer.Satisfaction@noaa.gov

Project Name: _____ **Project Dates:** _____ **Aircraft #:** _____

This survey completed by: Name _____

(check one): Chief Scientist/Principle Investigator: _____ **Aircraft/Mission Commander:** _____ (please evaluate science team for questions pertaining to crew)

DIRECTIONS: Please put a check mark in one box per question. All responses will be rated on a scale of 1 (“Failed to Complete the Objectives”) to 4 (“Exceeded Expectations”). Please use the comments section to explain any responses of 2 (Did not meet Expectations) or 1 (Failed to Complete Objectives).

1. Weather permitting, for what percentage of the scheduled/needed project hours was the platform “mission-ready,” i.e. capable of carrying out the objectives of the project? (Include time lost to crewing, unscheduled maintenance or repairs, equipment or instrumentation failures) The Aircraft Commander has ultimate responsibility for setting the platform’s Estimated Time of Departure (ETD) and Estimated Time of Arrival (ETA).

a = # Scheduled/needed Project hours	
b = Total # of hours lost due to platform not being “mission ready”	
c = % mission ready time $[(a-b)/a] \times 100$	

2. All procedures regarding project preparation (including project instructions, logistical coordination, and instrumentation) were reasonable and easy to understand.

	Exceeded Expectations - 4	Identification and specification of project preparation procedures were handled in an expert, professional manner. Action plan was created and executed with a minimum of revision or miscommunication.
	Met Expectations - 3	All project preparations and funding issues were accomplished without adverse project impact.
	Did Not Meet Expectations - 2	Some part of the project preparation under AOC's control caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the project preparation under AOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

3. I received responses to requests for information from AOC personnel (project coordinator, engineer or aircraft commander) in a timely and satisfactory manner.

	Exceeded Expectations - 4	All responses to requests were received within 3 working days. Follow-up interactions ensured that all information to execute a successful project was received by the appropriate program personnel.
	Met Expectations - 3	All responses were received by deadline for effective project preparation.
	Did Not Meet Expectations - 2	Responses were delayed on occasion, but the program was not impacted.
	Failed to Complete the Objectives - 1	Delayed responses caused an impact on the program.
	Does Not Apply - N/A	

4. The AOC provided efficient and effective support for the approval and installation of project instrumentation, configuration of the aircraft interior AND/OR provided effective grounds and facilities support, when needed.

	Exceeded Expectations - 4	Installation of project instrumentation or modification of aircraft, and/or logistical requirements were handled in an expert, professional manner. All installations and configuration changes fully conformed to project request and requirements, and all materials were on hand when required or immediately acquired to support the project. Non-standard instrument, installation requests and/or logistics requests handled to the satisfaction of the User, with additional assistance provided by AOC over and above basic mission requirements.
	Met Expectations - 3	All logistical requirements were provided and/or all instrument installation and aircraft configuration changes were accomplished without adverse project impact.
	Did Not Meet Expectations - 2	Some part of the installation process or aircraft modification process under AOC's control and/or some part of the logistics requirements, under AOC's control, caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the installation process or aircraft modification process and/or some part of the logistics requirements under AOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

5. The flight crew effectively communicated the constraints of the FAA, AOC Operations Manual, and maintenance requirements and provided the most efficient and effective support for the accomplishment of your project goals given those constraints.

	Exceeded Expectations - 4	The flight crew clearly communicated the constraints and worked effectively with the Principal Investigator to optimize the data collection effort.
	Met Expectations - 3	The flight crew clearly communicated the constraints and accomplished the mission goals efficiently and effectively within those restraints.
	Did Not Meet Expectations - 2	Predefined mission profiles were not executed as planned. Sufficient data were obtained to complete the mission, but all mission objectives were not met to complete satisfaction.
	Failed to Complete the Objectives - 1	Predefined mission profiles were not executed as planned. Insufficient data were obtained due to inadequacy of AOC equipment or insufficient experience level of personnel.

6. The AOC-supplied instrumentation and data acquisition systems functioned properly.

	Exceeded Expectations - 4	All AOC instrumentation and systems performed at or above the level required by the project. All data required for project success was collected and disseminated as requested, within deadlines specified in the project plan. Enhanced or optional equipment and systems performed above the minimum required for a successful project.
	Met Expectations - 3	All systems functioned within project requirements. Instrument performance and data collection was adequate, with no project impact due to malfunctioning systems or data loss.
	Did Not Meet Expectations - 2	A malfunction or failure in some part of the AOC supplied instrumentation or data collection caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the instrumentation or data collection under AOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

7. The scientific instrumentation that the users brought on board interfaced well with the platform provided by AOC.

	Exceeded Expectations - 4	User-supplied instrumentation and systems interfaced well with the aircraft and performed at or above the level required.
	Met Expectations - 3	All systems functioned within project requirements. Instrument performance and data collection was adequate, with no project impact due to malfunctioning platform interface.
	Did Not Meet Expectations - 2	A malfunction or failure in some part of the AOC platform interface caused an impact to the project, but the project objectives were successfully completed.
	Failed to Complete the Objectives - 1	Some part of the instrumentation or data collection platform interface under AOC's control directly contributed to the project not meeting its objectives.
	Does Not Apply - N/A	

8. The platform provided by AOC was suitable for effective and efficient completion of the mission.

	Exceeded Expectations - 4	The aircraft's unique modifications, configuration, and characteristics were beyond my expectations of a research aircraft. Research results were better than expected as a result of platform capabilities. The aircraft was always in good working order.
	Met Expectations - 3	The physical characteristics and capabilities of the aircraft were precisely suited to the project application. All anticipated goals were met with no project delays. Maintenance issues never affected project execution.
	Did Not Meet Expectations - 2	Some aspect of the physical characteristics or capabilities of the aircraft were not suitable to efficient/effective data collection for this project, but the project objectives were successfully completed. And/or the aircraft required unscheduled maintenance, but the project was not significantly impacted.
	Failed to Complete the Objectives - 1	Some aspect of the physical characteristics or capabilities of the aircraft were not suitable to efficient/effective data collection for this project and directly contributed to the project not meeting its objectives. And/or unscheduled maintenance significantly hindered data collection during the project.

9. Describe your overall experience on the platform?

	Exceeded Expectations - 4	100% or more of the project objectives were met, the crew was professional, efficient and pleasant to work with, working areas were clean, comfortable, efficient, and contributed significantly to a pleasurable experience while onboard.
	Met Expectations - 3	Most (90% or more) of the project objectives were met, the crew were professional and efficient, working areas were clean and comfortable.
	Did Not Meet Expectations - 2	Some of the project objectives were not met; the crew and working areas were simply adequate.
	Failed to Complete the Objectives - 1	None of the project objectives were met, the crew was a hindrance to the project and not pleasant to work with, and the working areas were poorly designed and/or maintained.

10. The platform and crew reflected a commitment to personal safety and security in their flight and scientific operations.

	Exceeded Expectations - 4	The platform and the crew inspired an above-average level of confidence in personal safety and security and at no time did I feel that my life or scientific equipment were threatened in any way beyond the known risks of life/work in flight
	Met Expectations - 3	The platform and the crew demonstrated their clear commitment to safe operations and I felt that my person and scientific equipment were safe and secure knowing the risks of life/work in flight.
	Did Not Meet Expectations - 2	The platform had minor issues that could potentially have compromised safety or security and/or the crew demonstrated less than total commitment towards safety and security policies.
	Failed to Complete the Objectives - 1	The platform had major issues that seriously compromised personal safety and security and/or crew took unnecessary risks that could/did jeopardize the safety and security of those aboard.

11. Please provide additional comments and recommendations. In addition, use this space to elaborate on actions or situations that exceeded your expectations or failed to meet your expectations or suggest equipment or system upgrades for the aircraft. Please also use the comments section to explain any responses of 2 (Did not meet Expectations) or 1 (Failed to Complete Objectives).