



SURVEY OF SERVICES

Midwest ATC Service excels at providing air traffic control services that reach new heights in safety and customer satisfaction. We have found that comments and feedback from the flying community, which utilize the airports we serve, are invaluable to our facility evaluation process, permitting us to recognize excellent individual performance and to address areas where improvement may be necessary.

We always welcome any opinions, suggestions, or observations you may have on ways we may be able to enhance the operational efficiency of our facility. We appreciate you taking a moment to complete this survey. Replies may be returned to the control tower or mailed to the address below.

1. Controllers conduct themselves in a courteous and professional manner.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

2. Control instructions are clear, concise, and easy to understand.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

3. Controllers correctly apply FAA rules and regulations.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

4. Controllers are responsive to pilot requests.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

5. Controllers are fair and impartial to all pilots.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

6. Controllers willingly initiate actions to assist pilots and promote efficient use of airport facilities.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

7. The Air Traffic Manager relates well to the flying public and is readily accessible.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

8. Overall Opinion of Service.

Disagree	1	2	3	4	5	6	7	8	9	10	Agree
----------	---	---	---	---	---	---	---	---	---	----	-------

Control Tower ID: _____ Date and Time of Contact: _____

Comments: _____

Submitter's Name and Home Base: _____
 (Optional) _____

Aircraft ID & Type: _____
 (Optional) _____

Thank You!

**7285 WEST 132ND ST., SUITE 340, OVERLAND PARK, KANSAS 66213
 PHONE: (913) 782-7082, FAX: (913) 897-9300**