Customer Satisfaction Survey (CSS)

Solicitation Number: **697DCK-26-R000013**

Company Submitting Proposal: _____

Name of Company Completing Survey: _____

Name of Person Completing Survey: _____

Past Performance Contract # Referenced for Survey: _____

Types of Services Provided under Contract: _____

Annual Cost of Contract: _____

I hereby submit the following ratings on behalf of the company named above as they submit a proposal in accordance with the Federal Aviation Administration solicitation listed above.

Signature of Person Completing Survey: _____ Date: _____

Are all services (weekly, bi-weekly, monthly, quarterly, and annually) completed in a timely manner?

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

How quickly does this Contractor respond to your needs, requests, or complaints?

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

How would you rate the problem-solving capabilities and follow-up of this Contractor's Operations Management?

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

Please rate your current level of satisfaction with the overall service performance provided by this Contractor.

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

Thank you for completing this survey.

Please email the survey to the FAA Contracting Officer Angela.Furukawa@faa.gov, due July 1, 2026.

The Company providing the ratings must submit this survey directly to FAA Acquisitions.
Any survey received directly from the Company bidding on the solicitation referenced will not be accepted.