GREENVILLE DOWTOWN ATC TOWER

User Satisfaction Survey

We are very interested in providing you our user the best possible service. To assist us in this ongoing endeavor will you please at your earliest convenience complete and return this form to

Greenville Downtown Tower. Your name is not necessary but the requested information will

assist us in the evaluation of our services.

Type Rating: Private/Student: \_\_\_\_ Instrument: \_\_\_\_ Commercial: \_\_\_\_ATP: \_\_\_\_ Military: \_\_\_\_

Type Aircraft Normally Flown:

Single Engine: \_\_\_\_\_ Multi Engine: \_\_\_\_\_ Turbo-Prop: \_\_\_\_\_ Turbo-Jet: \_\_\_\_\_ Helicopter: \_\_\_\_\_

Normal Purpose for Flying:

Pleasure: \_\_\_\_\_ Business: \_\_\_\_\_ Instruction: \_\_\_\_\_ Military: \_\_\_\_\_ Home Airport \_\_\_\_\_\_\_\_\_\_\_\_\_

How Often Do you Use Our Services: Daily:\_\_\_\_Weekly:\_\_\_\_ Monthly: \_\_\_\_\_

Please rate our performance on a scale of 1 to 5, with 5 being the best and provide comments on any item rated less than a 4. (Circle the number)

1. Controllers are courteous, helpful. 1. 2. 3. 4. 5.

2. Controllers are professional. 1. 2. 3. 4. 5.

3. Communications clear and understandable. 1. 2. 3. 4. 5.

4 Rate of speech. 1. 2. 3. 4. 5.

5. Timely departure instructions issued. 1. 2. 3. 4. 5.

6. Timely control instructions. 1. 2. 3. 4. 5.

7. Timely traffic advisories. 1. 2. 3. 4. 5.

8. Timely weather information. 1. 2. 3. 4. 5.

9. Additional advisories provided to pilots in a timely manner. 1. 2. 3. 4. 5.

l0. Overall service received from Greenville Downtown Tower. 1. 2. 3. 4. 5.

PLACE COMMENTS OR SUGGESTIONS ON REVERSE SIDE

IF YOU WOULD LIKE A RETURN CALL, INCLUDE YOUR CONTACT INFORMATION

PLEASE RETURN WITHIN 30 DAYS TO:

Greenville Downtown ATC Tower

I00 Tower Dr. Unit 3

Greenville, SC 29607

Email: [gmu@rvainc.com](mailto:gmu@rvainc.com)

DATE: \_\_\_\_\_\_\_

RVA Form 7210.63-2 Rev 1-10-21 COMMENTS