

**Naples 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 Naples Tower? Your name is not necessary, but the requested information will assist us in the evaluation of our services.

**Type Rating:** Private:\_\_\_\_ 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:\_\_\_\_

**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. (Circle the number)**

- |  |           |
|--|-----------|
| 1. Controllers are courteous, helpful.           | 1 2 3 4 5 |
| 2. Controllers are professional.                 | 1 2 3 4 5 |
| 3. Correct, clear and concise phraseology used.  | 1 2 3 4 5 |
| 4. Clearances correct and timely.                | 1 2 3 4 5 |
| 5. ATIS correct and of good quality.             | 1 2 3 4 5 |
| 6. Timely traffic advisories given.              | 1 2 3 4 5 |
| 7. Timely weather information given.             | 1 2 3 4 5 |
| 8. Procedures or instructions easily understood. | 1 2 3 4 5 |
| 9. Controllers awareness level of all traffic.   | 1 2 3 4 5 |
| 10. Overall service received from Naples Tower.  | 1 2 3 4 5 |

**PLACE COMMENTS OR SUGGESTIONS ON REVERSE SIDE**  
**PLEASE RETURN WITHIN 30 DAYS TO:**

Naples ATC Tower  
2455 Tower Dr.  
Naples, FL 23104