

NATA AWARD FOR *FAA Customer Service Excellence*

NATA To Recognize Superior FAA Customer Service

Over the years, NATA has declared customer service to be the cornerstone of the aviation service industries and, as the representative of the aviation service and on-demand air charter industries, NATA has encouraged the FAA to elevate its customer service.

The association's efforts to promote service to aviation businesses resulted in the NATA Board of Directors approving an NATA customer service award designed to recognize local FAA facilities that have successfully advanced their aviation-business customer interaction. The award is presented annually to the FAA field office demonstrating the highest level of customer service to aviation businesses.

FAA facilities responsible for operating and certification safety oversight will qualify for nomination. Offices will be judged on effective communication, regulatory compliance advising, regulation application and timeliness in administering FAA responsibilities.

NATA is extremely pleased to recognize the FAA office that demonstrates the highest degree of customer service. The association wants to encourage the FAA's efforts to foster industry-government relations and, through this recognition, NATA hopes to assist the FAA in advancing the FAA's customer service.

This year's award winner will join the ranks of outstanding FAA offices that were past recipients:

- 1998 – Farmingdale, New York, Flight Standards District Office
- 1999 – San Diego Flight Standards District Office
- 2000 – Fargo, North Dakota Flight Standards District Office
- 2001 – Air Traffic Control System Command Center (ATCSCO), Herndon, VA
- 2002 – Washington Flight Standards District Office
- 2003 – Atlanta Flight Standards District Office
- 2004 – Teterboro Flight Standards District Office
- 2005 – San Diego Flight Standards District Office
- 2006 – James J. Ballough, director of Flight Standards Service, FAA
- 2007 – Portland, Maine Flight Standards District Office
- 2008 – DuPage Flight Standards District Office