

From: [Zamora, Prudence](#)
 To: [Erin Maher](#)
 Subject: Data for the Stakeholder Engagement Survey - Summary of stakeholders [SEC=UNCLASSIFIED]
 Date: Thursday, 22 February 2018 9:57:00 AM
 Attachments: [image001.png](#)

UNCLASSIFIED

Hi Erin

As discussed we have just received the Stakeholder Summary Table

Type	Pilot Licence	Maintenance Licence	Air Traffic Control (ATC) Licence	Remotely Piloted Aircraft Operator Certificate (ReOC)	Air Operators Certificate (AOC)	Certificate of Approval (CoA)	Aerodromes	Notifications - RPAS Sub 2kg	Part 145 Approved Maintenance Organisations	Part 42 Continuing Airworthiness Organisations	Part 147 Maintenance Training Organisations
Pilot Licence	35,622	542	164	46	37	16	0	244	0	0	0
Maintenance Licence	542	8,294	0	4	1	23	0	16	0	0	11
Air Traffic Control (ATC) Licence	164	0	1,085	0	0	0	0	3	0	0	0
Remotely Piloted Aircraft Operator Certificate (ReOC)	46	4	0	1,373	16	7	10	168	1	0	0
Air Operators Certificate (AOC)	37	1	0	16	849	110	2	3	19	44	3
Certificate of Approval (CoA)	16	23	0	7	110	645	2	2	91	11	6
Aerodromes - Certified & Registered	0	0	0	10	2	2	319	21	0	0	0
Notifications - RPAS Sub 2kg	244	16	3	168	3	2	21	7,199	0	0	0
Part 145 Approved Maintenance Organisations	0	0	0	1	19	91	0	0	174	17	7
Part 42 Continuing Airworthiness Organisations	0	0	0	0	44	11	0	0	17	44	2
Part 147 Maintenance Training Organisations	0	11	0	0	3	6	0	0	7	2	32

A few things to note:

- Pilot Licences – Figures are for active pilots with a valid class 1 or 2 medical.
- Do not sum the rows or columns of the table as this would result in double counting.

Please let me know if you have any questions

Thanks

Prue Zamora
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From: Erin Maher
To: [Zamora, Prudence](#)
Cc: [James Wunsch](#)
Subject: CASA0003 - Fieldwork and sample
Date: Tuesday, 27 February 2018 2:20:24 PM

Hi Prue,

I can confirm that we can run the survey in house and avoid needing to use the ORU.

In terms of the sample can a random sample please be drawn as follows from each stakeholder group. Can we also ensure that each stakeholder has an email address and that there are no duplicates in the 5,000 records that are drawn.

Type	No. of stakeholders
Pilot Licence	3201
Maintenance Licence	745
Air Traffic Control (ATC) Licence	98
Remotely Piloted Aircraft Operator Certificate (ReOC)	123
Air Operators Certificate (AOC)	76
Certificate of Approval (CoA)	58
Aerodromes - Certified & Registered	29
Notifications - RPAS Sub 2kg	647
Part 145 Approved Maintenance Organisations	16
Part 42 Continuing Airworthiness Organisations	4
Part 147 Maintenance Training Organisations	3
	5000

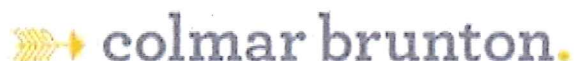
Please let me know if you have any questions.

Kind regards,

Erin

Erin Maher Account Director

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Visit www.colmarbrunton.com



* Please note: I work part time and am in the office Monday, Tuesday, Wednesday and Thursday

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Australian Government
Civil Aviation Safety Authority

OFFICE OF THE CHIEF EXECUTIVE OFFICER

5 March 2018

Dear XXXXX

Measuring our performance survey

We will soon be starting a survey to ask the aviation community about our performance.

It has been two years since we conducted the first survey measuring our relationship and interactions with the aviation community. We want to review how we are tracking and where we have improved, and identify where we still have work to do.

This information will allow us to further focus our efforts and identify those areas of most importance to our clients.

We have commissioned Colmar Brunton, an independent research company, to undertake this important research on our behalf. The project is being conducted during March and April 2018, and involves an online survey and a series of interviews.

We are surveying a random sample of people and organisations and to make sure we capture the members of aviation federations and associations we are providing an opportunity through our consultation portal for your members to register their interest in participating.

Any feedback provided in the survey will remain confidential and names will not appear in our final report. The deidentified survey results will, however, be published on our website.

If you have any questions about the research, please email feedback@casa.gov.au

I encourage you to take the time to send the link <https://consultation.casa.gov.au/stakeholder-engagement-group/ce9defbe> to your members and encourage them to register their interest by the 25 March 2018

The results of our previous survey, and our action plan, are available [on our website](#).

Yours sincerely

Shane Carmody
Chief Executive Officer and
Director of Aviation Safety

From: Erin Maher
To: [Zamora, Prudence](#)
Subject: RE: CASA Survey - Data [SEC=UNCLASSIFIED]
Date: Thursday, 10 May 2018 11:04:33 AM
Attachments: [image001.jpg](#)

Hi Prue,

I have checked that after the last sample draw that we still have untouched stakeholders in each group. As there are sufficient numbers in each stakeholder group, can a random sample please be drawn as follows from each group. Can we also ensure that each stakeholder has an email address and that there are no duplicates in the 6,000 records that are drawn.

Type	No. of stakeholders
Pilot Licence	3842
Maintenance Licence	894
Air Traffic Control (ATC) Licence	117
Remotely Piloted Aircraft Operator Certificate (ReOC)	148
Air Operators Certificate (AOC)	92
Certificate of Approval (CoA)	70
Aerodromes - Certified & Registered	34
Notifications - RPAS Sub 2kg	776
Part 145 Approved Maintenance Organisations	19
Part 42 Continuing Airworthiness Organisations	5
Part 147 Maintenance Training Organisations	3
	6000

Please let me know if you have any questions.

Kind regards,

Erin

Erin Maher Account Director

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From: Zamora, Prudence [mailto:prue.zamora@casa.gov.au]

Sent: Thursday, 10 May 2018 10:25 AM
To: Erin Maher
Subject: CASA Survey - Data [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Erin

Any luck with the data for the reminder survey?

Sorry to harass but if you can please let me know also about the breakdown of the 6000 that would be great

Thanks

Prue Zamora

Civil Aviation Safety Authority\Stakeholder Engagement AvSafety Program Coordinator

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