

# Flight Service Station (FSS) Survey Report

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## Abstract

Office of Management and Budget (OMB) Circular A-76 (A-76) establishes federal policy regarding the performance of commercial activities for the federal government and provides the procedures for determining whether commercial activities should be performed under contract with commercial sources or in-house using government resources.

Cost comparisons completed under A-76 are variously referred to as public-private competitions, outsourcing, or competitive sourcing.

The Competitive Sourcing Initiative in the President's Management Agenda encourages all federal agencies to subject commercial functions, currently performed by government personnel, to competition from the private sector to drive improved performance and cost efficiency. This initiative requires that competitive sourcing studies be completed for 15% of the Fiscal Year (FY) 2000 Federal Aviation Administration (FAA) commercial activity inventory by the end of FY 2003.

To fulfill the requirement of the initiative, the FAA is conducting a competitive sourcing study of the Flight Service Station (FSS)/Automated Flight Service Station (AFSS) function in accordance with OMB Circular A-76. A competitive sourcing study will determine whether it is more efficient and cost effective to have FSS functions performed by FAA employees or by a contractor.

The MITRE Corporation's Center for Advanced Aviation System Development (CAASD) is supporting the FAA's work by conducting technical and operational studies to enable the development and validation of critical elements of the necessary acquisition package. CAASD is participating in assessments of current flight service operations to facilitate the specification of requirements, and as part of the assessments, CAASD developed and executed an Internet-based user survey to gather information related to current and desired flight service functions. In addition, CAASD facilitated and participated in planned user forums to gather inputs from the user community on current and future needs relative to flight services.

This document provides the detailed statistical results of the feedback obtained from the FSS Survey conducted in August and September 2003, as well as the conclusions derived from the analysis of the data.

**KEYWORDS:** A-76, Flight Service Station, FSS, AFSS, Survey

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# Executive Summary

## Background

Office of Management and Budget (OMB) Circular A-76 (A-76) establishes federal policy regarding the performance of commercial activities for the federal government and provides the procedures for determining whether commercial activities should be performed under contract with commercial sources or in-house using government resources. The Competitive Sourcing Initiative in the President's Management Agenda encourages all federal agencies to subject commercial functions, currently performed by government personnel, to competition from the private sector to drive improved performance and cost efficiency.

To fulfill the requirement of the initiative, the FAA is conducting a competitive sourcing study of the Flight Service Station (FSS)/Automated Flight Service Station (AFSS) function in accordance with OMB Circular A-76. A competitive sourcing study will determine whether it is more efficient and cost effective to have FSS functions performed by FAA employees or by a contractor. The Flight Service Station (FSS) function was proposed for competitive sourcing primarily as a result of conclusions reached in reports issued by the Office of Inspector General (OIG) for Aviation which suggested that demand for flight services could be met with better technology, fewer FSS sites, and less cost without negatively impacting aviation safety.

The MITRE Corporation's Center for Advanced Aviation System Development (CAASD) is supporting the FAA's work by conducting technical and operational studies to enable the development and validation of critical elements of the necessary acquisition package. CAASD is participating in assessments of current flight service operations to facilitate the specification of requirements, and as part of the assessments, CAASD developed and executed an Internet-based user survey to gather information related to current and desired flight service functions.

The goal of CAASD's research in this area was to support the FAA in their competitive sourcing study of FSS services by providing pilots with an opportunity to provide inputs regarding concerns about the future of FSS services; the outcomes the users would like to see from the FSS study; and user expectations about quality and performance in the FSS domain. The objective of the FSS survey was to gain a better understanding of how pilots use Flight Service Stations and related services, as well as the expectations they have regarding these services. The purpose of the FSS survey was to collect feedback on user satisfaction with current FSS Services, the importance of specific services, the methods used to obtain flight-related information, and potential areas of improvement for FSS services. In order to ensure that the most pertinent feedback was collected from the user community, CAASD

collaborated with the FAA in the development of an initial set of questions for the online survey.

## **Survey Approach**

Participation in the survey was strictly voluntary and participants were allowed to withdraw from the survey at any time; however, persons interested in participating in the survey were required to be certified pilots and were told that they should have had experience with Flight Service Stations or FSS-related services. The survey was limited to U.S. residents only.

The survey environment consisted of an interactive, online questionnaire. The question structure of the survey was dynamic in nature, where an individual's path through the survey was dependent upon their responses to key questions. A total of sixty-three (63) questions were possible, and at least twenty-seven (27) questions were asked of all participants. Structuring the survey in this manner reduced the need for participants to answer unnecessary or inapplicable questions and hence minimized the amount of time necessary to complete the survey.

The FSS survey was processed using Macromedia's ColdFusion web application server. This included the logic to determine what questions to show based on previous answers, checks for duplicate submissions by the same user, and error checking for required fields and proper data formats (e.g., total hours of flight experience must be an integer). The data collected from the survey was stored in an Oracle database.

In order to ensure access security and data integrity, a validation and security mechanism was designed to verify that only certified U.S. pilots took the survey, and that each participant could take the survey only one time.

Respondents were allowed to access and complete the survey from 12:01 AM (EST) August 1, 2003 until 12:00 PM (EST) September 2, 2003. While the survey was active, responses, submissions, and any reported problems were tracked continuously via web-counting and electronic mail functions. On September 2, the survey was de-activated (removed from the external server), and a message was posted indicating that the survey was no longer active.

Each individual survey was expected to last approximately 20 minutes. The overall actual average time to complete (for all respondents) was 23 minutes.

## Key Results

There were 3,552 respondents to the survey, but two sets of answers were excluded because their response to “What are your total hours of flight experience (total time)?” seemed unreasonable, indicating that they could be insincere or untruthful about their answers on other questions. In addition to the aggregate data collected for each individual question on the survey, “paired-question” comparisons were made to analyze response patterns for various groups.

The “paired-question” comparisons were grouped into four areas: comparisons based on experience level, geographic location, expectations, and frequency of use. There was not a great deal of response variation attributable to the experience level of the participant. The significant differences concerning geographic location observed in this study were attributed to Alaska flyers (relating to how they obtain flight and weather information), and to the amount of use of FSS and other systems by domestic versus international flyers.

The subjective performance ratings of the different services by those whose expectations of FSS services are not met are low, while those who indicated that FSS services meet their expectations offered high performance ratings. Similarly, users who indicated that they use specific services frequently offered high performance ratings for those services and users who indicated that they use specific services “sometimes” offered average ratings. However, poor or below average ratings were rarely used, even by infrequent users of specific services.

Fifty-eight percent all participants submitted comments at the end of the survey. In their comments, users discussed their primary use of Flight Service Stations and FSS related Services, accessibility of services and information, FSS systems, interactions with Specialists, flight restrictions, Notice to Airmen (NOTAM) information, radios, automation, flight plans, wait and response times, weather information and cellular phone usage.

Various conclusions were derived from analysis of the aggregate and correlated response data and the comments provided by users, including:

- Users perceive the trustworthiness of Direct User Access Terminal Service (DUATS) data as questionable and are somewhat insecure in their own aptitude for interpreting the data provided by DUATS.
- Participants suggested a lack of confidence in and waning acceptance of the use of DUATS for flight plan filing.
- Pilots rely on the accuracy and timeliness of the information available via FSS and also on the data interpretation skills of the FSS Specialist.
- Users find web-based information and services valuable, but they want and expect human-in-the-loop services.

- Pilots will person-to-person services despite the availability and convenience of alternative methods.
- Participants of this survey indicated that they want access to all available flight-related information, via the web and through any other means available.
- The availability of this information, however, should not replace the interaction with Specialists, but should be viewed as a means to supplement the collaborative efforts between the pilot and FSS personnel.
- The quality of information and services received from FSS meets the needs and the expectations of the users, although the usefulness of some information and functions is poor.
- Pilots value the skills and abilities of FSS Specialists and are very dependent upon their interactions and collaborations with Specialists, despite inconsistencies in the level or type of services obtained or in bad personal experiences with FSS.
- Overall, users described their experiences with FSS as useful, acceptable, helpful and positive.
- Services provided by FSS are viewed as fundamental to aviation safety.
- Participants are not in favor of removal of FSS services from government control or in fee-based services.
- They desire improvements to services, systems, and accessibility.



## Section 1

# Introduction

Office of Management and Budget (OMB) Circular A-76 (A-76) establishes federal policy regarding the performance of commercial activities for the federal government, defines commercial and inherently governmental functions, implements the statutory requirements of the Federal Activities Inventory Reform (FAIR) Act of 1988, and sets forth the procedures for determining whether commercial activities should be performed under contract with commercial sources or in-house using Government facilities and personnel [1, 2].

Cost comparisons completed under A-76 are variously referred to as public-private competitions, outsourcing, or competitive sourcing.

The Competitive Sourcing Initiative in the President's Management Agenda encourages all federal agencies to subject commercial functions, currently performed by government personnel to competition from the private sector to drive improved performance and cost efficiency [3]. This initiative requires that competitive sourcing studies be completed for 15% of the Fiscal Year (FY) 2000 Federal Aviation Administration (FAA) commercial activity inventory by the end of FY 2003 [4].

## 1.1 Background

The Office of Competitive Sourcing Acquisitions (ACA) was established to conduct competitive sourcing acquisitions on those commercial activities identified by the FAA for study. The activities of ACA are carried out in accordance with the guidelines of Circular A-76 and the FAA's Acquisition Management System (AMS) [5].

In accordance with the guidelines outlined in OMB Circular A-76 and in consideration of the requirements established by the FAA's AMS, ACA's role is to manage a disciplined approach to the conduct of competitive sourcing acquisition activities, identify critical interface points and affected parties, validate mission needs for services, and advocate the most efficient and cost-effective method to deliver designated services to the end users of the service [6].

The Flight Service Station (FSS) function was proposed for competitive sourcing primarily as a result of conclusions reached in reports issued by the Office of Inspector General (OIG) for Aviation [4]. The first report, written in December 1996, recommended that the FAA explore innovative acquisition strategies for providing flight services in an effort to maximize the benefits of existing and emerging technologies while reducing operating costs [7]. Additionally, it suggested that the FAA consider further consolidation prior to contract award for the Operational and Supportability Implementation System

(OASIS). In December 2001, the OIG issued a second report, which indicated that costs could be reduced by nearly \$500 million if the existing sixty-one (61) Automated Flight Service Station (AFSS) sites were consolidated in conjunction with the deployment of OASIS [8]. Both of these reports suggested that the demand for flight services could be met with fewer FSS sites without compromising aviation safety.

In 2002, the FAA proposed to conduct a competitive sourcing study of the FSS/AFSS function in accordance with OMB Circular A-76. A competitive sourcing study will determine whether it is more efficient and cost effective to have FSS functions performed by FAA employees or by a contractor [6].

The AFSS Study is the first FAA Competitive Sourcing Study. As part of the requirements definition task, the FAA is developing a technical specification of the flight services requirements to be issued to the bidders within the competitive sourcing process [6]. The MITRE Corporation's Center for Advanced Aviation System Development (CAASD) is supporting the FAA's work by conducting technical and operational studies to enable the development and validation of critical elements of the necessary acquisition package. Additionally, CAASD is participating in assessments of current flight service operations to facilitate the specification of requirements. As part of the assessments, CAASD developed and executed an Internet-based user survey to gather information related to current and desired flight service functions. In addition, CAASD also participated in planned user forums to gather inputs from the user community on current and future service needs. This report provides a detailed evaluation of the survey responses.

## **1.2 Purpose and Scope**

This document provides the detailed statistical results of the feedback obtained from the Flight Service Station (FSS) Survey conducted in August and September 2003. A description of the survey is provided for context. This description includes background, structure and functionality, and methodology used to develop and conduct the survey. The results of the survey and conclusions derived from the analysis of the data are provided. Comments provided by survey participants are also presented.

## **1.3 Organization**

The FSS Survey is described in Section 2, including an overview, structure and functionality, and survey conduct. The survey results, statistical analysis, and details on reported problems are provided in Section 3. Conclusions are detailed in Section 4. The survey content, frequently asked question information, and comments are provided in Appendices A, B and C, respectively.

## Section 2

# Flight Service Station (FSS) Survey

The Center for Advanced Aviation System Development (CAASD) conducted a web-based survey in August and September 2003. The goal of CAASD's research in this area was to support the FAA in their competitive sourcing study of FSS services by providing pilots with an opportunity to provide inputs regarding concerns about the future of FSS services; the outcomes the users would like to see from the FSS study; and user expectations about quality and performance in the FSS domain.

## 2.1 Purpose and Objectives

The objective of the FSS survey was to gain a better understanding of how pilots use Flight Service Stations and related services, as well as the expectations they have regarding these services. The purpose of the FSS survey was to collect feedback on user satisfaction with current FSS Services, the importance of specific services, the methods used to obtain flight-related information, and potential areas of improvement for FSS services.

Pilots were asked to help expand the available knowledge on FSS usage and to help assess the overall quality and performance of Flight Service Stations. While individual backgrounds and experience varied, persons interested in participating in the survey were required to be certified pilots and were informed that they should have had experience with Flight Service Stations or FSS-related services. The survey was limited to U.S. residents only.

Participation in the survey was strictly voluntary. Data collected was confidential and personal information has not been associated with any responses. Overall data is being reported in "aggregate" form only. Participants were informed that they could withdraw from the survey at any time; however, they were also informed that partial data or data from incomplete surveys would not be included in the overall survey results.

## 2.2 Survey Content

User input is a key part of the FAA's competitive sourcing study and acquisition strategy. Feedback from users aids the FAA in their assessment of user satisfaction with current services, determining which services are most important to the user community, identifying preferred delivery methods for information, and proposing potential service improvements. User inputs also allow the FAA to validate assumptions regarding the use and acceptability of FSS services.

In order to ensure that the most pertinent feedback was collected from the user community, CAASD collaborated with the FAA in the development of an initial set of

questions for the online survey. User organizations further assisted with the development of the survey content by providing their inputs at various forums and discussions.

## **2.3 Structure and Functionality**

The survey environment consisted of an interactive, online questionnaire. The question structure of the survey was dynamic in nature, where an individual's path through the survey was dependent upon their responses to key questions. A total of sixty-three (63) questions were possible, and at least twenty-seven (27) questions were asked of all participants. Structuring the survey in this manner reduced the need for participants to answer unnecessary or inapplicable questions and hence minimized the amount of time necessary to complete the survey.

### **2.3.1 Architecture**

The FSS survey was processed using Macromedia's ColdFusion web application server. This included the logic to determine what questions to show based on previous answers, checks for duplicate submissions by the same user, and error checking for required fields and proper data formats (e.g., total hours of flight experience must be an integer). The data collected from the survey was stored in an Oracle database.

### **2.3.2 Validation and Security Mechanisms**

There were two key issues relating to validation and security of the survey. The first was the need to prevent multiple submissions from one source which would negatively impact data legitimacy and integrity. Several different options were discussed, including random word entry or random image entry, zip code or name and pilot certificate number, user name and password, aviation organization membership numbers, cookies, limited access from members-only aviation-related websites, and recording or saving data at the end of the survey only (to prevent retention of abandoner's data). The second issue related to accessibility or eligibility to participate in the survey. As the target population for this survey was identified as certified U.S. pilots, it was necessary to ensure that the persons taking the survey were certified, U.S. pilots.

In order to ensure access security and data integrity, a validation and security mechanism was designed to verify that only certified U.S. pilots took the survey, and that each participant could take the survey only one time. This mechanism consisted of a certification database developed from a data file provided by the Airmen Certification Branch of the FAA. In order to verify that an individual met the eligibility criteria for participating in the survey, each person was asked to provide a portion of their airmen certificate number and his or her zip code. Once this information was entered by the participant, the data was cross-checked against the certification database to verify legitimacy, and then the pilot was granted access to the survey. Simultaneously, the certification database updated itself so that once a

specific certificate number/zip code combination was entered, it could not be reused.<sup>1</sup> The certification database was independent of the response/data collection database, so that there was no association of an individual's personal information and a specific data record.

## **2.4 Methodology/Conduct**

Respondents were instructed to access and complete the survey at any time from August 1 through September 2. They were advised that they could only take the survey one time. Participants were informed that, following registration, they would progress through a series of screens and would be asked several questions on each screen. They were told that they would be asked questions about their flight background and experience as a pilot, their experience with Flight Service Stations, methods they use to obtain flight information, their perceptions regarding quality of services and system performance, and their interactions with FSS Specialists. Participants were advised that, upon successful completion of the survey, they would receive a message indicating that their responses had been successfully submitted. They were also reminded that once an individual successfully completed a survey, that individual would not be eligible to take the survey again.

The survey was activated on MITRE-CAASD's external server at 12:01 AM (EST) on August 1, 2003. At 12:00 PM (EST) September 2, 2003, the Flight Service Station Survey was removed from the external server and a message was posted indicating that the survey was no longer active.

While the survey was active, responses and submissions were tracked continuously via web-counting mechanisms.

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<sup>1</sup> Prior to survey implementation, the certification database was analyzed for potential duplicate information. It was discovered that there were 3,273 instances (or 0.15% of the total target population) where individuals would have duplicate information; that is, the same last five digits of a certificate number and the same zip code. It was determined that the validation application would not be modified to accommodate these individuals; instead, the duplicate cases were flagged so that if an instance was reported (where a person was attempting to take the survey and received an error message indicating that they had already taken it), that the certification database flag would be removed manually to allow the user to access the survey.

## Section 3

# Flight Service Station (FSS) Survey Results

## 3.1 Summarized Results

The results presented in this section reflect the aggregate data collected for each individual question on the survey. Results are presented in bulleted form, and data is in descending order, with the most popular response listed first.

**Q1: What Federal Aviation Administration (FAA) airmen certificates do you currently hold?**

- 58.2% had a Private Pilot Certificate
- 38.7% had a Commercial Pilot Certificate
- 24.3% had a Flight Instructor Certificate
- 13.5% had an Airline Transport Pilot Certificate
- 13.4% had an “Additional” Instructor Certificate
- 12.3% had a Ground Instructor Certificate
- 2.8 % had “Other” Certificate
- 0.8% had a Student Pilot Certificate
- 0.1% had a Recreational Pilot Certificate

**Q1: What Federal Aviation Administration (FAA) ratings do you currently hold?**

- 67.9% had an Airplane Single-Engine Land Rating
- 62.8% had an Instrument Rating
- 35% had an Airplane Multi-Engine Land Rating
- 9.9% had an Airplane Single-Engine Sea Rating
- 6.1% had an “Other” Rating
- 5.4% had a Glider Rating
- 3.9% had a Rotorcraft Rating
- 1% had an Airplane Multi-Engine Sea Rating
- 0.6% had a Balloon Rating
- 0.1% had an Airship Rating

**Q2: What are your total hours of flight experience?**

- 55.5% had between 0 and 1,000 hours
- 15.5% had between 1,001 and 2,000 hours
- 8.1% had between 2,001 and 3,000 hours
- 5.1% had between 3,001 and 4,000 hours
- 3.8% had between 10,001 and 20,000 hours
- 3.3% had between 4,001 and 5,000 hours

- 2.3% had between 5,001 and 6,000 hours
- 1.9% had between 6,001 and 7,000 hours
- 1.2% had between 7,001 and 8,000 hours
- 1.2% had between 20,001 and 30,000 hours
- 1% had between 8,001 and 9,000 hours
- 0.5% did not respond to this question
- 0.3% had between 9,001 and 10,000 hours
- 0.2% had between 30,001 and 40,000 hours
- 0.03% had more than 40,000 hours

**Q3: Approximately how many times have you flown in the past 12 months?**

- 80.2% had flown 0-100 times
- 11.1% had flown 101-200 times
- 3.8% had flown 201-300 times
- 1.8% had flown 301-400 times
- 1.4% had flown 401-500 times
- 0.6% had flown 501-600 times
- 0.3% had flown 601-700 times
- 0.3% had flown 701-800 times
- 0.2% had flown 901-1,000 times
- 0.1% had flown more than 1,000 times
- 0.06% had flown 801-900 times

**Q4: Which of the following best describes the type of flying that you primarily engage in?**

- 67% indicated Pleasure or Personal Use
- 11% indicated Instructional
- 9% indicated “Other”
- 7% indicated Corporate
- 3% indicated Airline
- 2% indicated Student
- 1% indicated not applicable/did not wish to answer

**Q5: In what geographic region(s) do you principally fly?**

- 33% fly in the Southern Region
- 29.7% fly in the Great Lakes Region
- 25.5% fly in the Eastern Region
- 21.1% fly in the Southwest Region
- 19.4% fly in the Western Region
- 17.4% fly in the New England Region
- 14.5% fly in the Northwest Region

- 13.7% fly in the Central Region
- 4.1% fly International, North America (Canada)
- 3.9% fly International, Caribbean/Gulf of Mexico
- 2.7% fly in Alaska
- 1% fly International, Transpacific
- 0.8% fly International, Transatlantic
- 0.4% fly in “Other” Regions

**Q6: Which Flight Service Station (FSS) facility or facilities do you principally use?**

- |                  |         |
|------------------|---------|
| • Leesburg       | • 11.4% |
| • Bridgeport     | • 7.1%  |
| • Millville      | • 6.9%  |
| • Fort Worth     | • 6.8%  |
| • St. Petersburg | • 6.5%  |
| • Kankakee       | • 6.4%  |
| • Oakland        | • 6.2%  |
| • Altoona        | • 6.0%  |
| • Lansing        | • 5.9%  |
| • Gainesville    | • 5.9%  |
| • Dayton         | • 5.7%  |
| • Miami          | • 5.7%  |
| • Cleveland      | • 5.7%  |
| • Williamsport   | • 5.7%  |
| • Terre Haute    | • 5.6%  |
| • Macon          | • 5.6%  |
| • Green Bay      | • 5.5%  |
| • Raleigh        | • 5.5%  |
| • Hawthorne      | • 5.4%  |
| • Burlington     | • 5.4%  |
| • Albuquerque    | • 5.2%  |
| • Denver         | • 5.2%  |
| • Riverside      | • 5.0%  |
| • Bangor         | • 4.9%  |
| • Prescott       | • 4.9%  |
| • Seattle        | • 4.8%  |
| • Nashville      | • 4.8%  |
| • Louisville     | • 4.7%  |
| • San Diego      | • 4.7%  |
| • St. Louis      | • 4.6%  |



- San Angelo • 4.5%
- Anniston • 4.5%
- Rancho Murieta • 4.5%
- Columbia • 4.3%
- Jonesboro • 4.3%
- Anderson • 4.1%
- McAlester • 3.9%
- McMinnville • 3.7%
- Elkins • 3.6%
- Wichita • 3.5%
- Islip • 3.3%
- Reno • 3.2%
- Buffalo • 3.1%
- Montgomery County • 3.1%
- Princeton • 2.9%
- De Ridder • 2.8%
- Other • 2.8%
- Jackson • 2.4%
- Cedar City • 2.3%
- Greenwood • 2.2%
- Boise • 1.8%
- Casper • 1.6%
- Great Falls • 1.3%
- Grand Forks • 1.2%
- Huron • 1.1%
- Honolulu • 0.9%
- San Juan • 0.4%
- None • 0.2%

**Q7: What is the typical distance that you fly?**

- 41.5% said they typically fly 100-250 nautical miles
- 27% said they typically fly less than 100 nautical miles
- 21.9% said they typically fly 251-500 nautical miles
- 7% said they typically fly 501-1,000 nautical miles
- 1.9% said they typically fly more than 1,000 nautical miles
- 0.6% said not applicable/did not wish to answer
- 0.2% did not respond to this question

**Q8: Most often, do you fly under Visual Meteorological Conditions (VMC) or Instrument Meteorological Conditions (IMC)?**

- 39.7% said they fly IMC and VMC, but mostly VMC
- 37.3% did not respond to this question
- 8.8% said they fly IMC and VMC equally
- 8.7% said they fly IMC and VMC, but mostly IMC
- 4% said they fly VMC only
- 1.4% said they fly IMC only
- 0.1% said not applicable/did not wish to answer

**Q9: Which of the following systems or services do you use to obtain weather information?**

- 97.2% obtain weather from FSS
- 76.1% obtain weather from ASOS/AWOS
- 68.4% obtain weather from DUATS
- 60.2% obtain weather from TWC
- 37.5% obtain weather from NWS
- 30.8% obtain weather from ADDS
- 15.6% obtain weather from “Other”

**Q10: Approximately how many flight plans have you filed in the past 12 months?**

- 93.9% filed 0-100 flight plans
- 3.2% filed 101-200 flight plans
- 1.3% filed 201-300 flight plans
- 0.6% filed 301-400 flight plans
- 0.4% filed 401-500 flight plans
- 0.2% filed 501-600 flight plans
- 0.2% filed more than 1,000 flight plans
- 0.1% filed 701-800 flight plans
- 0.1% filed 901-1,000 flight plans
- 0.03% filed 601-700 flight plans

**Q11: Which of the following systems do you use to file flight plans?**

- 54.5% file flight plans via FSS only
- 33.8% file flight plans via DUATS and FSS
- 4.3% do not file flight plans
- 2.7% file flight plans via “Other”
- 1.7% file flight plans via company dispatch
- 1.6% file flight plans via DUATS only
- 1.2% chose not applicable/did not wish to answer
- 0.2% did not respond to this question

**Q12: Do you use any of the following flight planning products?**

- 61.2% use DUATS
- 19.2% use CIRRUS Software for DUATS
- 15% use “Other”
- 9.9% use Aeroplanner.com
- 3.5% use flightbrief.com
- 3% use ipilot.com
- 0.6% use AirCalcPro for Palm OS

**Q13: How frequently do you use Flight Service Station services?**

- 35.1% said they use FSS 75-99% of the time (most flights)
- 32.4% said they use FSS 100% of the time (every flight)
- 16.3% said they use FSS 50-74% of the time (many flights)
- 9.4% said they use FSS 25-49% of the time (some flights)
- 6.3% said they use FSS 0-24% of the time (few flights)
- 0.2% did not respond to this question
- 0.1% said not applicable/did not wish to answer

**Q14: Which of the following Flight Service Station (FSS) products and services do you use?**

- 97.4% use Weather Briefing Services
- 89.1% use NOTAM Services
- 79.8% use PIREP Services
- 75.3% use Flight Plan Services
- 73.7% use EFAS Services
- 73% use In-Flight Services
- 35.6% use Broadcast Services
- 11.9% use Regulation and Procedures Services
- 8.4% use Emergency Services
- 3.9% use “Other” Services

**Q15: Under what unique conditions would you most likely contact an FSS facility?**

- 83.6% would contact FSS during adverse weather
- 81.6% would contact FSS during periods of rapidly changing weather
- 80.2% would contact FSS when observed weather deviates from forecasted weather
- 66.4% would contact FSS when flying in areas that require compliance with National Security procedures
- 58.1% would contact FSS when flying in areas that are unfamiliar
- 46.8% would contact FSS during special events
- 42% would contact FSS during emergencies

- 28.1% would contact FSS when they need explanation or clarification of trans-border or international procedures
- 6.4% would contact FSS during “Other” conditions

**Q16: How often do you obtain pre-flight information from an FSS facility?**

- 35.5% obtain pre-flight information from FSS between 75-99% of the time (most flights)
- 29% obtain pre-flight information from FSS 100% of the time (every flight)
- 16.1% obtain pre-flight information from FSS between 50-74% of the time (many flights)
- 9.8% obtain pre-flight information from FSS between 25-49% of the time (some flights)
- 7.6% obtain pre-flight information from FSS between 0-24% of the time (few flights)
- 1.6% did not respond to this question
- 0.3% said not applicable/did not wish to answer

**Q17: How often do you obtain in-flight information from an FSS facility?**

- 27% did not respond to this question
- 20.5% obtain in-flight information from FSS between 25-49% of the time (some flights)
- 18% obtain in-flight information from FSS between 50-74% of the time (many flights)
- 14.4% obtain in-flight information from FSS between 0-24% of the time (few flights)
- 13.4% obtain in-flight information from FSS between 75-99% of the time (most flights)
- 6.5% obtain in-flight information from FSS 100% of the time (every flight)
- 0.2% said not applicable/did not wish to answer

**Q18: How often do you contact an FSS facility solely for NOTAM information?**

- 30.1% obtain NOTAM information from FSS between 1-24% of the time (few flights)
- 17.3% obtain NOTAM information from FSS 0% of the time (no flights)
- 13.2% obtain NOTAM information from FSS between 25-49% of the time (some flights)
- 11% did not respond to this question
- 9.8% obtain NOTAM information from FSS between 75-99%

of the time (most flights)

- 8.7% obtain NOTAM information from FSS between 50-74% of the time (many flights)
- 8.4% obtain NOTAM information from FSS 100% of the time (every flight)
- 1.4% said not applicable/did not wish to answer

**Q19: How often do you use Aviation Weather and Information Broadcast Services?**

- 61.5% did not respond to this question
- 9.7% use Broadcast Services between 1-24% of the time (few flights)
- 8.9% use Broadcast Services between 25-49% of the time (some flights)
- 8.6% use Broadcast Services between 50-74% of the time (many flights)
- 7.4% use Broadcast Services between 75-99% of the time (most flights)
- 3.2% use Broadcast Services 100% of the time (every flight)
- 0.7% said not applicable/did not wish to answer

**Q20: How often do you use EFAS/Flight Watch?**

- 26.3% did not respond to this question
- 22.2% use EFAS between 25-49% of the time (some flights)
- 19.2% use EFAS between 1-24% of the time (few flights)
- 17.4% use EFAS between 50-74% of the time (many flights)
- 11.1% use EFAS between 75-99% of the time (most flights)
- 2.6% use EFAS 100% of the time (every flight)
- 1.2% said not applicable/did not wish to answer

**Q21: In the past 12 months, how often have you filed PIREPs?**

- 31.9% filed PIREPs between 1-24% of the time (few flights)
- 29.2% filed PIREPs between 25-74% of the time (some flights)
- 20.2% did not respond to this question
- 10.3% filed PIREPs between 75-99% of the time (most flights)
- 6.2% filed PIREPs 0% of the time (no flights)
- 1.2% filed PIREPs 100% of the time (every flight)
- 1% said not applicable/did not wish to answer

**Q22: In the past 12 months, how often have you requested PIREPs?**

- 28% requested PIREPs between 25-74% of the time (some flights)
- 20.2% did not respond to this question
- 19.1% requested PIREPs between 1-24% of the time (few flights)
- 18.1% requested PIREPs between 75-99% of the time (most flights)
- 9% requested PIREPs 100% of the time (every flight)
- 4.4% requested PIREPs 0% of the time (no flights)
- 1.2% said not applicable/did not wish to answer

**Q23: In what situation(s) would you seek clarification of regulations or procedures from an FSS facility?**

- 9% indicated they would contact FSS regarding unfamiliar airspace
- 7.8% indicated they would contact FSS regarding penetration of an ADIZ
- 6.8% indicated they would contact FSS during trans-border flights
- 5.5% indicated they would contact FSS during international flights
- 4.6% indicated they would contact FSS regarding Class B airspace operations

**Q24: Which THREE items describe your preferred methods of obtaining flight-related information?**

- 83.7% selected Computer/Internet
- 81.5% selected Standard Telephone
- 54.5% selected Cellular Telephone
- 23.9% selected In person or face-to-face
- 17.4% selected Television
- 16.6% selected Cockpit data link
- 10.5% selected Radio
- 3.2% selected Interactive person-to-person (e.g., via camera)
- 2.6% selected Personal Digital Assistant
- 0.9% selected "Other"

**Q25: In the last 12 months, how many times have you received flight information via:**

- Standard Telephone: 96.4%
- Computer/Internet: 85.3%
- Cellular Telephone: 83.3%
- Radio: 66.8%
- In person: 58.7%

**Q26: How frequently do you contact an FSS facility to obtain meteorological information?**

- 34.8% obtain meteorological information from FSS 75-99% of the time (most flights)
- 28.4% obtain meteorological information from FSS 100% of the time (every flight)
- 16.8% obtain meteorological information from FSS 50-74% of the time (many flights)
- 10.8% obtain meteorological information from FSS 25-49% of the time (some flights)
- 6.2% obtain meteorological information from FSS 1-24% of the time (few flights)
- 2.8% did not respond to this question
- 0.2% indicated not applicable/did not wish to answer

**Q27: Which of the following is your preferred method of obtaining a weather briefing?**

- Telephone (standard or cellular): 82%
- Counter briefing or walk-up briefing: 9.2%
- By other means: 5%
- Did not respond to this question: 2.8%
- Radio briefing: 0.8%
- Not applicable/did not wish to answer: 0.2%

**Q28: When requesting a pre-flight weather briefing from an FSS facility, do you most often request:**

- Standard Briefing only: 58.3%
- Outlook Briefing followed by a Standard Briefing: 12.5%
- Outlook Briefing, Standard Briefing, and Abbreviated Briefing: 9.7%
- Standard Briefing followed by an Abbreviated Briefing: 9.0%
- Abbreviated Briefing only: 5.9%
- Did not respond to this question: 2.8%
- "Other": 1.4%
- Outlook Briefing only: 0.4%
- Not applicable/did not wish to answer: 0.1%

**Q29: How frequently do you use DUATS to obtain meteorological information?**

- 31.7% did not respond to this question
- 24.4% obtain meteorological information from DUATS 75-99% of the time (most flights)
- 15.1% obtain meteorological information from DUATS 50-74% of the time (many flights)
- 10.7% obtain meteorological information from DUATS 100%

of the time (every flight)

- 9.4% obtain meteorological information from DUATS 25-49% of the time (some flights)
- 8.6% obtain meteorological information from DUATS 1-24% of the time (few flights)
- 0.2% indicated not applicable/did not wish to answer

**Q30: How frequently do you use DUATS to file a flight plan?**

- 64.6% did not respond to this question
- 10% file flight plans via DUATS 75-99% of the time (most flights)
- 8.9% file flight plans via DUATS 50-74% of the time (many flights)
- 8.3% file flight plans via DUATS 1-24% of the time (few flights)
- 6.5% file flight plans via DUATS 25-49% of the time (some flights)
- 1.3% file flight plans via DUATS 100% of the time (every flight)
- 0.5% indicated not applicable/did not wish to answer

**Q31: How frequently do you contact an FSS facility to file a flight plan?**

- 20.6% file flight plans via FSS 100% of the time (every flight)
- 19.6% file flight plans via FSS 75-99% of the time (most flights)
- 17.0% file flight plans via FSS 50-74% of the time (many flights)
- 15.5% file flight plans via FSS 25-49% of the time (some flights)
- 15% file flight plans via FSS 1-24% of the time (few flights)
- 11.7% did not respond to this question
- 0.6% said not applicable/did not wish to answer

**Q32: Which of the following is your preferred method for filing a flight plan?**

- Telephone (standard or cellular): 66.5%
- Via computer/Internet: 17.2%
- Did not respond to this question: 11.7%
- In person: 3.4%
- Radio: 0.6%
- Other means: 0.5%
- Not applicable/did not wish to answer: 0.1%



**Q33: How often do you contact EFAS or Flight Watch for information as opposed to In-flight radio?**

- 26.3% did not respond to this question
- 24.1% use EFAS as opposed to In-flight Radio between 25-49% of the time (some flights)
- 23.4% use EFAS as opposed to In-flight Radio between 50-74% of the time (many flights)
- 15% use EFAS as opposed to In-flight Radio between 75-99% of the time (most flights)
- 4.1% use EFAS as opposed to In-flight Radio 100% of the time (every flight)
- 3.7% indicated not applicable/did not wish to answer
- 3.4% use EFAS as opposed to In-flight Radio between 1-24% of the time (few flights)

**Q34: Which of the following are reasons why you would contact EFAS or Flight Watch as opposed to In-flight radio?**

- 36.8% cited inability to raise In-flight radio because of altitude/reception problems
- 29% cited unavailability of In-flight because of excessive radio traffic
- 19.9% indicated they would contact EFAS versus In-flight Radio due to some other reason

**Q35: How frequently do you use the Meteorological Information for Aircraft in Flight (VOLMET ICAO)?**

- 93.8% did not respond to this question
- 3% use VOLMET ICAO 0% of the time (no flights)
- 1.2% use VOLMET ICAO 1-24% of the time (few flights)
- 0.1% use VOLMET ICAO 100% of the time (every flight)
- 0.8% use VOLMET ICAO 25-49% of the time (some flights)
- 0.5% indicated not applicable/did not wish to answer
- 0.4% use VOLMET ICAO 50-74% of the time (many flights)
- 0.3% use VOLMET ICAO 75-99% of the time (most flights)

**Q36: Which of the following DUATS (or DUATS-like) services do you use?**

- Weather Briefings/Textual Weather Information: 57.6%
- NOTAMS: 49.4%
- Textual Restriction Information: 44.1%
- Weather Graphics: 42.1%
- Flight Planning: 40.3%
- Restriction Graphics: 38.3%
- Flight Plan Filing/Modification/Closing: 31.9%
- "Other": 0.5%

**Q37: Which DUATS services are valuable to you?**

- Weather Briefings/Textual Weather Information: 56.4%
- NOTAMs: 50%
- Textual Restriction Information: 45.5%
- Weather Graphics: 43.7%
- Restriction Graphics: 41%
- Flight Planning: 40%
- Flight Plan Filing/Modification/Closing: 37.1%
- “Other”: 0.4%

**Q38: Why do you use DUATS?**

- Accessibility (via Internet): 43.5%
- Convenience: 39.2%
- Efficiency: 32.8%
- Ease of Use: 32.8%
- Graphical Representation: 29.4%
- Value-added: 20.5%
- “Other”: 5.8%

**Q39: Approximately what percentage of the data that you receive from DUATS do you validate or clarify through an FSS facility?**

- 38.8% did not respond to this question
- 15.6% validate between 75-99% of DUATS data through FSS
- 12.1% validate 100% of DUATS data through FSS
- 10.3% validate between 25-49% of DUATS data through FSS
- 10.2% validate between 1-24% of DUATS data through FSS
- 9.4% validate between 50-74% of DUATS data through FSS
- 3% validate 0% of DUATS data through FSS
- 0.7% indicated not applicable/did not wish to answer

**Q40: The items which are considered to be most important regarding the services received from FSS facilities are:**

- 82.6% selected Quality of Information received from FSS (usefulness of the data)
- 54.2% selected Accuracy of Information
- 34.8% selected Quality of Service received from FSS (level of customer assistance)
- 29.3% selected Timeliness of Services
- 24.3% selected Unique Localized Services
- 22.2% selected Speed of Delivery/Response Time
- 19.8% selected Method Used to Deliver Information (phone, computer, etc.)

- 16.8% selected Tailoring of Services (to individual experience and needs)
- 12.8% selected Consistency of Services
- 1.4% selected “Other”

**Q41: Please indicate your level of agreement with the following statement: “The current level of service that I receive from FSS meets my expectations.”**

- 49.2% indicated that they Strongly Agree
- 43.2% indicated that they Agree
- 4.5% indicated that they Disagree
- 1.9% indicated that they have No Opinion
- 0.7% indicated that they Strongly Disagree
- 0.3% indicated not applicable/did not wish to answer
- 0.3% did not respond to this question

**Q42: For each pair of items, please select the bubble that corresponds to the item that you feel is more important:**

**(a) Personal Delivery versus Automated Delivery**

- 35% indicated that Personal Delivery is Most Important
- 29.5% indicated that Personal Delivery is More Important
- 25.1% indicated that Personal Delivery and Automated Delivery are Equally Important
- 7% indicated that Automated Delivery is More Important
- 3.1% indicated that Automated Delivery is Most Important
- 0.3% did not respond to this question

**(b) Tailored Services versus Speed of Delivery**

- 33.4% indicated that Tailored Services are More Important
- 27.6% indicated that Tailored Services and Speed of Delivery are Equally Important
- 18.6% indicated that Tailored Services are Most Important
- 15.2% indicated that Speed of Delivery is More Important
- 5% indicated that Speed of Delivery is Most Important
- 0.3% did not respond to this question

**(c) Walk-in/Counter Services versus Web-based Services**

- 29.4% indicated that Web-based Services are More Important
- 27.8% indicated that Web-based Services are Most Important
- 24.4% indicated that Walk-in/Counter Services and Web-based Services are Equally Important

- 9.5% indicated that Walk-in/Counter Services are More Important
- 8.6% indicated that Walk-in/Counter Services are Most Important
- 0.3% did not respond to this question

**(d) Consistency of Services versus Unique Localized Services**

- 32.8% indicated that Consistency of Services and Unique Localized Services are Equally Important
- 21.9% indicated that Unique Localized Services are More Important
- 18.7% indicated that Consistency is More Important
- 16.4% indicated that Consistency is Most Important
- 9.9% indicated that Unique Localized Services are Most Important
- 0.3% did not respond to this question

**Q43: In your last 10 NON-RADIO interactions with FSS, what has been the typical response time that you have experienced when you first contact the facility?**

- 41.4% indicated they experienced a response time of 1-2 minutes
- 38.1% indicated they experienced a response time of less than 1 minute
- 13% indicated they experienced a response time of 3-4 minutes
- 6.1% indicated they experienced a response time of more than 4 minutes
- 1% indicated not applicable/did not wish to answer
- 0.3% did not respond to this question
- 0.1% indicated they received no response from FSS

**Q44: What do you consider to be an acceptable NON-RADIO response time when contacting an FSS facility?**

- 56.9% indicated an acceptable response time of 1-2 minutes
- 19.2% indicated an acceptable response time of less than 1 minute
- 19.1% indicated an acceptable response time of 3-4 minutes
- 3.2% indicated an acceptable response time of more than 4 minutes
- 0.7% indicated “Other”
- 0.6% indicated not applicable/did not wish to answer
- 0.3% did not respond to this question

**Q45: For an average flight, please indicate what you consider to be an acceptable amount of time (duration, in minutes) to obtain a standard weather briefing from an FSS facility:**

- 43.7% indicated an acceptable briefing time of 6-10 minutes
- 37.9% indicated an acceptable briefing time of 1-5 minutes
- 11.8% indicated an acceptable briefing time of 11-15 minutes
- 2.7% did not respond to this question
- 1.5% indicated an acceptable briefing time of 16-20 minutes
- 1.5% indicated an acceptable briefing time of more than 50 minutes
- 1% indicated an acceptable briefing time of 21-50 minutes

**Q46: How would you rate the overall performance of Weather Briefing Services?**

- 57.3% provided a rating of Excellent
- 30.7% provided a rating of Above Average
- 7.6% provided a rating of Average
- 2.7% did not respond to this question
- 1% provided a rating of Below Average
- 0.4% provided a rating of Poor
- 0.2% indicated not applicable/did not wish to answer

**Q47: How would you rate the overall performance of Flight Plan Services?**

- 42.8% provided a rating of Excellent
- 24.7% did not respond to this question
- 22.5% provided a rating of Above Average
- 7.9% provided a rating of Average
- 1.1% indicated not applicable/did not wish to answer
- 0.7% provided a rating of Below Average
- 0.3% provided a rating of Poor

**Q48: How would you rate the overall performance of In-Flight Services?**

- 39.4% provided a rating of Excellent
- 27% did not respond to this question
- 24.7% provided a rating of Above Average
- 7.4% provided a rating of Average
- 0.8% provided a rating of Below Average
- 0.5% indicated not applicable/did not wish to answer
- 0.2% provided a rating of Poor

**Q49: How would you rate the overall performance of Emergency Services?**

- 91.6% did not respond to this question
- 4.9% provided a rating of Excellent
- 1.6% indicated not applicable/did not wish to answer
- 1.4% provided a rating of Above Average
- 0.3% provided a rating of Average
- 0.1% provided a rating of Below Average
- 0% provided a rating of Poor

**Q50: How would you rate the overall performance of Aviation Weather and Broadcast Services?**

- 64.4% did not respond to this question
- 13.7% provided a rating of Above Average
- 9.9% provided a rating of Excellent
- 9% provided a rating of Average
- 1.9% indicated not applicable/did not wish to answer
- 0.8% provided a rating of Below Average
- 0.3% provided a rating of Poor

**Q51: How would you rate the overall performance of EFAS or Flight Watch Services?**

- 35% provided a rating of Excellent
- 27.2% provided a rating of Above Average
- 26.3% did not respond to this question
- 7.4% provided a rating of Average
- 3% indicated not applicable/did not wish to answer
- 0.8% provided a rating of Below Average
- 0.2% provided a rating of Poor

**Q52: Please indicate your level of agreement with the following statement: “I rely on Flight Service Stations to act as my primary provider of aviation-related National Security information.”**

- 60% indicated that they Strongly Agree
- 26.3% indicated that they Agree
- 6.1% indicated that they Disagree
- 4.8% indicated that they have No Opinion
- 1.6% indicated that they Strongly Disagree
- 0.9% indicated not applicable/did not wish to answer
- 0.3% did not respond to this question

**Q53: Which of the following best describes your level of confidence in the reliability of the information you**

- 55.7% indicated are Extremely Confident
- 37.1% indicated they are Moderately Confident
- 5.7% indicated they are Somewhat Confident
- 0.9% indicated they are Minimally Confident

**receive from FSS Specialists?**

- 0.3% indicated they are Not At All Confident
- 0.2% did not respond to this question
- 0.1% indicated not applicable/did not wish to answer

**Q54: When obtaining a briefing from an FSS facility, how often are you asked what your level of experience is?**

- 0% of the time (no flights): 46.3%
- 1-24% of the time (few flights): 26.9%
- 25-49% of the time (some flights): 9.1%
- 50-74% of the time (some flights): 5.7%
- 75-99% of the time (most flights): 4.7%
- Did not respond to this question: 2.7%
- Not applicable/did not wish to answer: 2.6%
- 100% of the time (every flight): 2.1%

**Q55: In your last 10 flight briefings with FSS, has the FSS Specialist been able to brief to your level of experience?**

- Yes: 84.7%
- Unsure: 7%
- No: 4.5%
- Did not respond to this question: 2.7%
- Not applicable/did not wish to answer: 1.1%

**Q56: In which of the following areas is data interpretation by an FSS Specialist valuable to you?**

- 93.2% indicated that interpretation of WEATHER data by FSS Specialists is valuable
- 71.2% indicated that interpretation of NOTAM data by FSS Specialists is valuable
- 50% indicated that interpretation of LOCAL INFORMATION by FSS Specialists is valuable
- 29.8% indicated that interpretation of FLIGHT PLANNING data by FSS Specialists is valuable
- 2.8% indicated interpretation of “OTHER” data by FSS Specialists is valuable
- 1.6% indicated NONE or that NO data interpretation by FSS Specialists is valuable

**Q57: In your opinion, which of the following “desirable characteristics” enhance the ability of FSS Specialists to provide “high-quality”**

- 90.7% indicated that local weather knowledge (familiarity with local weather phenomena) is a desirable characteristic
- 85.2% indicated that local area knowledge (familiarity with the geographic area where you are flying, local airports, etc.) is a desirable characteristic

**general flight services?**

- 48.3% indicated that the ability to brief to my level of experience is a desirable characteristic
- 31.6% indicated that knowledge of aircraft performance and characteristics is a desirable characteristic
- 11% indicated that knowledge of aircraft systems is a desirable characteristic
- 3.7% indicated “Other”

**Q58: Please indicate your level of agreement with the following statement: “The level of knowledge that a Flight Service Specialist has about the local geographic area and the local weather has a direct impact on the quality of information that they are able to provide to pilots.”**

- 42% indicated that they Strongly Agree
- 41.9% did not respond to this question
- 14.5% indicated that they Agree
- 1.1% indicated that they have No Opinion
- 0.3% indicated that they Disagree
- 0.2% indicated not applicable/did not wish to answer
- 0.1% indicated that they Strongly Disagree

**Q59: Please indicate your level of agreement with the following statement: “Familiarity with the local geography, weather idiosyncrasies and area services impacts safety.”**

- 46.2% indicated that they Strongly Agree
- 41.9% did not respond to this question
- 10.9% indicated that they Agree
- 0.8% indicated that they have No Opinion
- 0.1% indicated that they Disagree
- 0.1% indicated that they Strongly Disagree
- 0.1% indicated not applicable/did not wish to answer

**Q60: Please indicate your level of agreement with the following statement: “I value the interpretation of weather data by the Flight Service Specialist.”**

- 62.4% indicated that they Strongly Agree
- 30.7% indicated that they Agree
- 1.8% indicated that they have No Opinion
- 1.7% indicated that they Disagree
- 2.7% did not respond to this question
- 0.6% indicated that they Strongly Disagree
- 0.1% indicated not applicable/did not wish to answer



**Q61: The items which are considered to be most important areas of possible improvement for FSS (or FSS-related) services are:**

- 63.4% selected Improved interactivity with Specialists (one-on-one, Internet, or in-person)
- 56.9% selected Enhanced data interpretation
- 46% selected Personalization of services (tailoring services to individual experience levels)
- 29.4% selected Better flight planning tools
- 25.7% selected Increased use of automated mechanisms (or methods) for obtaining information
- 10.1% selected “Other”
- 9.4% selected “None”
- 5.2% selected Fully-automated, non-human-in-the-loop capabilities

**Q62: Please provide any comments you have regarding the services provided by Flight Service Station facilities:**

- Comments are discussed in Section 3.4

**Q63: When you don’t use FSS products and services, what do you use?**

- 32.8% did not respond to this question
- 27.3% indicated that they use the Weather Channel
- 19.5% indicated that they use a Private weather service
- 10.4% indicated that they use nothing
- 10% indicated not applicable/did not wish to answer this question

### **3.2 Detailed Data Results**

The 3,550 respondents<sup>2</sup> answered several distinct types of questions on the FSS Study survey. Those that had distinct choices, such as “What Federal Aviation Administration (FAA) airmen certificates and ratings do you currently hold” or “How frequently do you use Flight Service Station services?” had ready-made groupings of answers. Those that had free entry answers, such as “What are your total hours of flight experience (total time)?” or

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<sup>2</sup> There were 3,552 respondents, but two sets of answers were excluded because their response to “What are your total hours of flight experience (total time)?” seemed unreasonable, indicating that they could be insincere or untruthful about their answers on other questions.

“Approximately how many times have you flown in the past 12 months?” had to be reviewed, briefly, in order to find an appropriate way of tabulating the answers. In the case of flight experience, 1,000 hour bins seemed to be appropriate up to a certain point, and then 10,000 hour bins after that. In the case of the number of times flown, rather than bin the answers, we considered statistics, such as the average, for the sample. No quantitative methods were applied to the free text type questions. The majority of questions, however, allowed only a choice of discrete responses, which facilitated the analyses.

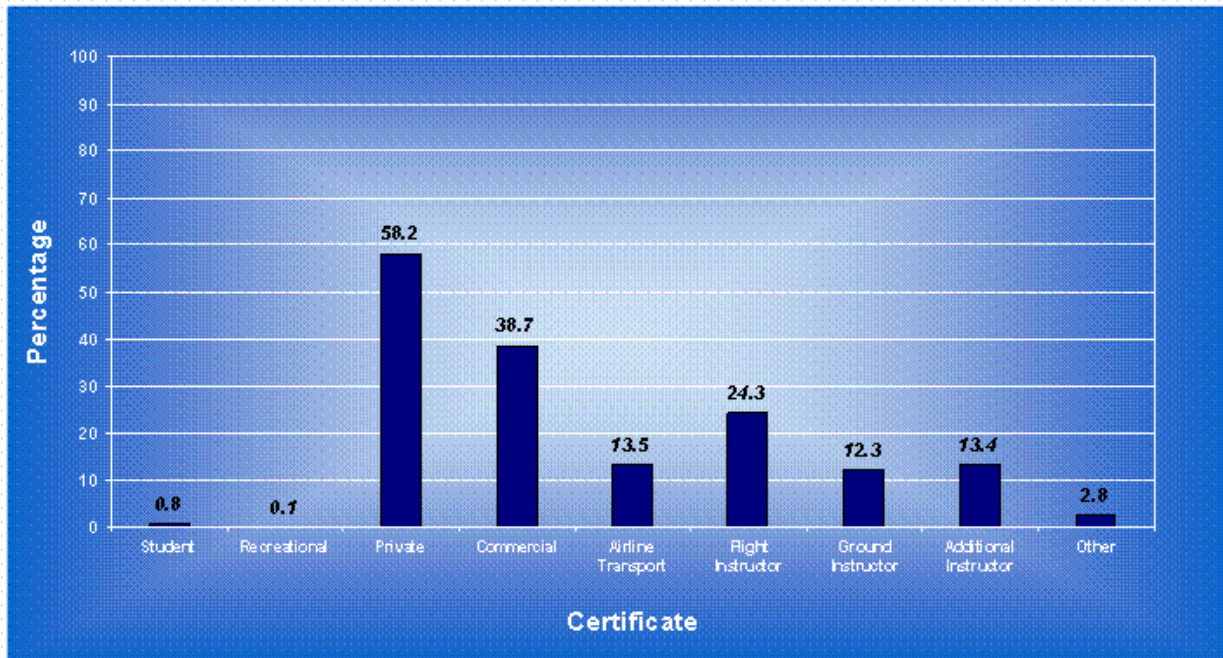
In this section, respondents will be referred to by the use of the letter “N.” For example, the number of respondents to this questionnaire was 3,550. This could be written as N=3,550.

### **3.2.1 Background and Experience**

The purpose of questions 1-12 was to gauge the background and experience level of the respondents. Questions pertaining to flight certificates, ratings, hours of experience, types of flying, areas of flying, and flight planning services and tools used were asked.

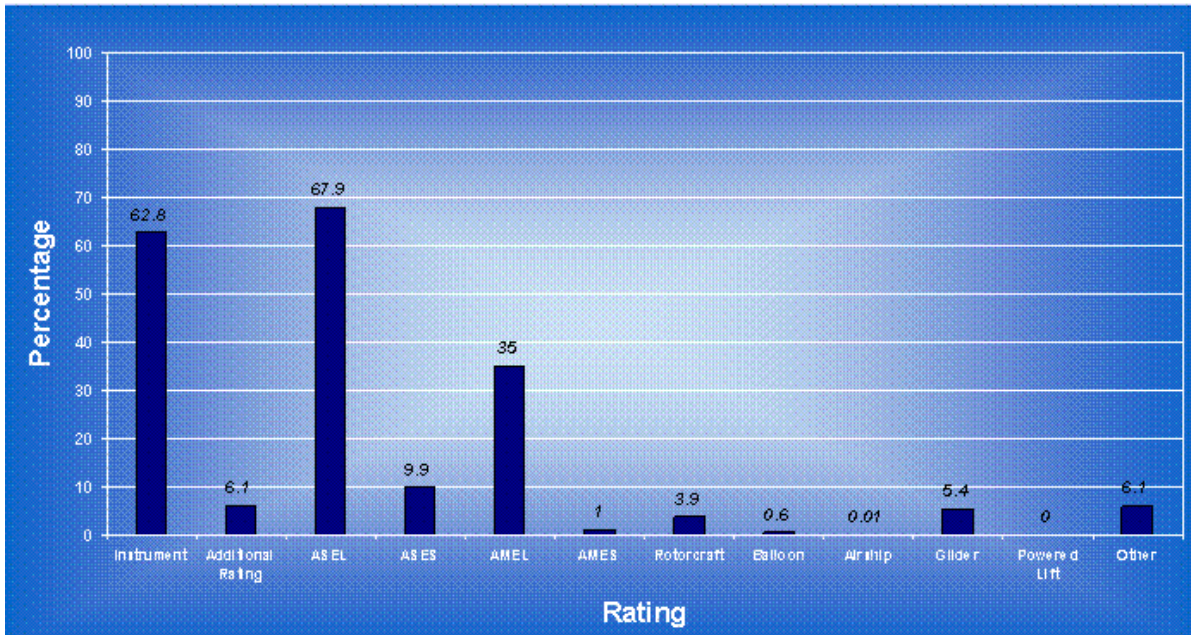
Question #1 asked, “What Federal Aviation Administration (FAA) airmen certificates and ratings do you currently hold?” The total number of respondents to this question was 3,550 (N=3,550). The data was separated into certification and rating statistics.

With regard to airmen certifications, less than one percent (<1%, N=29) of those responding indicated that they hold a Student Pilot Certificate. (See Figure 3-1.) Less than one percent (<1%, N=5) indicated that they hold a Recreational Pilot Certificate. Approximately fifty-eight percent (~58%, N=2,067) of those responding indicated that they hold a Private Pilot Certificate. Approximately thirty-nine percent (~39%, N=1,375) indicated that they hold a Commercial Pilot Certificate. More than twenty-four percent (>24%, N=862) indicated that they hold a Flight Instructor Certificate. Approximately thirteen percent (~13%, N=474) said that they hold an Additional Instructor Certificate, and approximately twelve percent (~12%, N=436) indicated that they hold a Ground Instructor Certificate. Less than fourteen percent (<14%, N=479) of those responding indicated that they hold an Airline Transport Pilot Certificate (ATP). Approximately three percent (~3%, N=98) indicated that they hold an airmen certificate of type “Other.”



**Figure 3-1. Certificates**

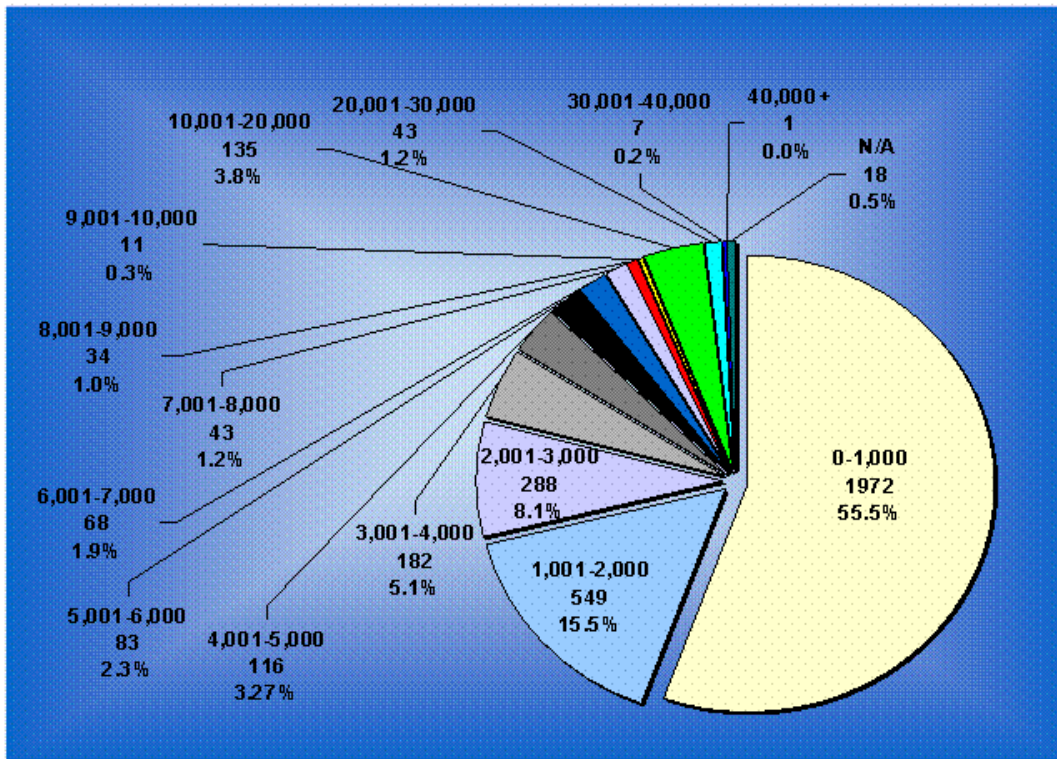
With reference to airmen ratings, approximately sixty-three percent (~63%, N=2,230) of those responding indicated that they hold an Instrument Rating. (See Figure 3-2.) Slightly less than sixty-eight percent (<68%, N=2,412) indicated that they hold an Airplane, Single-Engine Land Rating (ASEL); thirty-five percent (35%, N=1,242) said they hold an Airplane, Multi-Engine Land Rating (AMEL); less than ten percent (<10%, N= 351) said they hold an Airplane, Single-Engine Sea Rating (ASES), and one percent (1%, N=37) hold an Airplane, Multi-Engine Sea Rating (AMES). The percentages for respondents with airmen ratings of Rotorcraft, Balloon, Airship, Glider, and Powered Lift are less than four percent (<4%, N=137), less than one percent (<1%, N=22), less than one percent (<1%, N=2), more than five percent (>5%, N=190), and zero (0%, N=0), respectively. Slightly more than six percent (>6%, N=216) of those responding indicated that they hold a rating of type “Other.”



**Figure 3-2. Ratings**

Question #2 asked, “What are your total hours of flight experience?” To answer this question, respondents were asked to input a numeric value into a text box corresponding to their hours of flight experience to date. The free text data were analyzed and then the results were grouped into “bins” of 1,000 hours and 10,000 hours for further analysis.

The total number of respondents to this question was 3,532. The overall average hours of flight experience for all respondents was 2,320. Approximately ninety-four percent (~94%, N=3,346) of those responding indicated that their total hours of flight experience were less than 10,000 hours, or between 0 and 9,999 hours. Slightly less than four percent (<4%, N=135) indicated that their flight experience was between 10,000 and 19,999 hours. More than one percent (>1%, N=43) indicated that their flight experience was between 20,000 and 29,999 hours. Less than one percent indicated that their flight experience was either between 30,000 and 39,999 hours (<1%, N=7) or greater than 40,000 hours (<1%, N=1). One half of one percent (0.5%, N=18) did not respond to this question. (See Figure 3-3.)



**Figure 3-3. Hours of Flight Experience**

Question #3 asked, “Approximately how many times have you flown in the past 12 months?” To answer this question, respondents were asked to input a numeric value into a text box corresponding to number of flights they have conducted in the past twelve months. The free text data were examined, and then the results were grouped into “bins” of 100 for further analysis.

The total number of respondents to this question was 3,550. The overall average number of flights taken in the last twelve months for all respondents was 87. Approximately eighty percent (~80%, N=2,840) of those responding indicated that they have flown between 0 and 100 times. Approximately eleven percent (~11%, N=394) indicated that have flown between 101 and 200 times. Less than four percent (<4%, N=135) indicated that they have flown between 201 and 300 times. Less than two percent indicated that they have flown either between 301-400 times (<2%, N=64) or between 401 and 500 times (<2%, N=50). Less than one percent indicated that they have flown between 501- 600 times (<1%, N=21), 601- 700 times (<1%, N=11), 701-800 times (<1%, N=11), 801-900 times (<1%, N=2), and 901-1,000 times (<1%, N=7), respectively. Less than one percent (<1%, N=4) of those responding

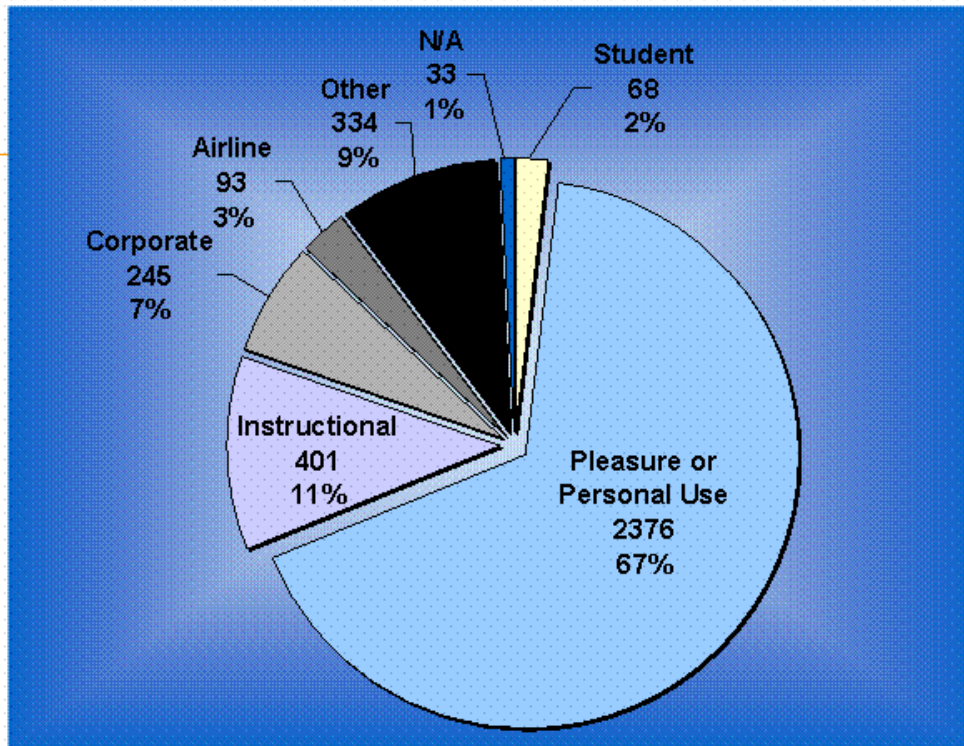
indicated that they have flown more than 1,000 times in the last twelve months. (See Table 3-1.)

**Table 3-1. Number of Times Flown in the Past Twelve (12) Months**

| <b>0-100<br/>times</b> | <b>101-<br/>200<br/>times</b> | <b>201-<br/>300<br/>times</b> | <b>301-<br/>400<br/>times</b> | <b>401-<br/>500<br/>times</b> | <b>501-<br/>600<br/>times</b> | <b>601-<br/>700<br/>times</b> | <b>701-<br/>800<br/>times</b> | <b>801-<br/>900<br/>times</b> | <b>901-<br/>1,000<br/>times</b> | <b>1,000+<br/>times</b> |
|------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|---------------------------------|-------------------------|
| 80.2%                  | 11.1%                         | 3.8%                          | 1.8%                          | 1.4%                          | 0.6%                          | 0.3%                          | 0.3%                          | 0.06%                         | 0.2%                            | 0.1%                    |

Question #4 asked, “Which of the following best describes the type of flying that you primarily engage in?” The total number of respondents to this question was 3,550. (See Figure 3-4.) Sixty-seven percent (67%, N=2,376) of all respondents indicated that they primarily fly for Pleasure or Personal Use. Eleven percent (11%, N=401) indicated that they fly for Instructional purposes (as a Flight Instructor), while two percent (2%, N=68) indicated that they fly for Educational purposes (as a Flight Student). Seven percent (7%, N=245) of those responding indicated that they fly for Corporate or Business purposes, while three percent (3%, N=93) fly for the Airlines. Nine percent (9%, N=334) indicated that they fly for “Other” reasons, such as Military or Civil Air Patrol. One percent (1%, N=33) indicated that they did not wish to respond to this question.





**Figure 3-4. Type of Flying**

Question #5 asked, “In what geographic regions do you principally fly?” The total number of respondents to this question was 3,550. (See Table 3-2.) More than seventeen percent (>17%, N=619) of those responding indicated that they principally fly in the New England Region. More than twenty-five percent (>25%, N=907) indicated that they principally fly in the Eastern Region. Thirty-three percent (33%, N=1,170) indicated that they principally fly in the Southern Region, and less than thirty percent (<30%, N=1,055) indicated that they principally fly in the Great Lakes Region. The remaining principal regions were Central Region at less than fourteen percent (<14%, N=487), Southwest Region at more than twenty-one percent (>21%, N=748), Northwest Region at less than fifteen percent (<15%, N=515), and Western Region at less than twenty percent (<20%, N=689). Although Alaska Region is being excluded from the AFSS Study as a whole, less than three percent of those responding to this survey (<3%, N=97) indicated that they principally fly in the Alaska Region. Approximately four percent (~4%, N=144) indicated that they principally fly internationally, within North America, including Canada. Less than four percent (<4%, N=137) indicated that they fly internationally within the Caribbean/Gulf of Mexico Region. One percent (1%, 36) indicated that they fly international/trans-Atlantic

routes, and less than one percent of those responding indicated that they fly international/trans-Pacific routes (<1%, N=27), internationally within Central or South America Region (<1%, N=30), or in “Other” Regions (<1%, N=15), respectively.

**Table 3-2. Geographic Regions**

| <b>Geographic Region</b>                | <b>Percentage</b> |
|-----------------------------------------|-------------------|
| New England                             | 17.4%             |
| Eastern                                 | 25.5%             |
| Southern                                | 33%               |
| Great Lakes                             | 29.7%             |
| Central                                 | 13.7%             |
| Southwest                               | 21.1%             |
| Northwest                               | 14.5%             |
| Western                                 | 19.4%             |
| Alaska                                  | 2.7%              |
| International, North America            | 4.1%              |
| International, Caribbean/Gulf of Mexico | 3.9%              |
| International, Central/South America    | 0.8%              |
| International, Transatlantic            | 1%                |
| International, Transpacific             | 0.8%              |
| Other                                   | 0.4%              |

Question #6 asked, “Which Flight Service Station (FSS) facility do you principally use?” The total number of respondents to this question was 3,550. Flight Service Stations located within Alaska were not included in this list, as Alaska AFSS facilities are excluded from this study.<sup>3</sup> Most facilities received less than six percent (<6%, N=212) selections. (See Table 3-3.) The top eight choices for facilities used were: Leesburg at more than eleven percent

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<sup>3</sup> Although Alaska is being excluded in this study, the McGrath Flight Service Station was inadvertently included in the survey. Thirteen (13) respondents selected McGrath as their principal FSS facility; the numeric response value of .04% (N=13) was added on to “Other,” which, based on comments, is thought to also include those pilots which principally fly in Alaskan Region and use Alaskan FSS and AFSS facilities.



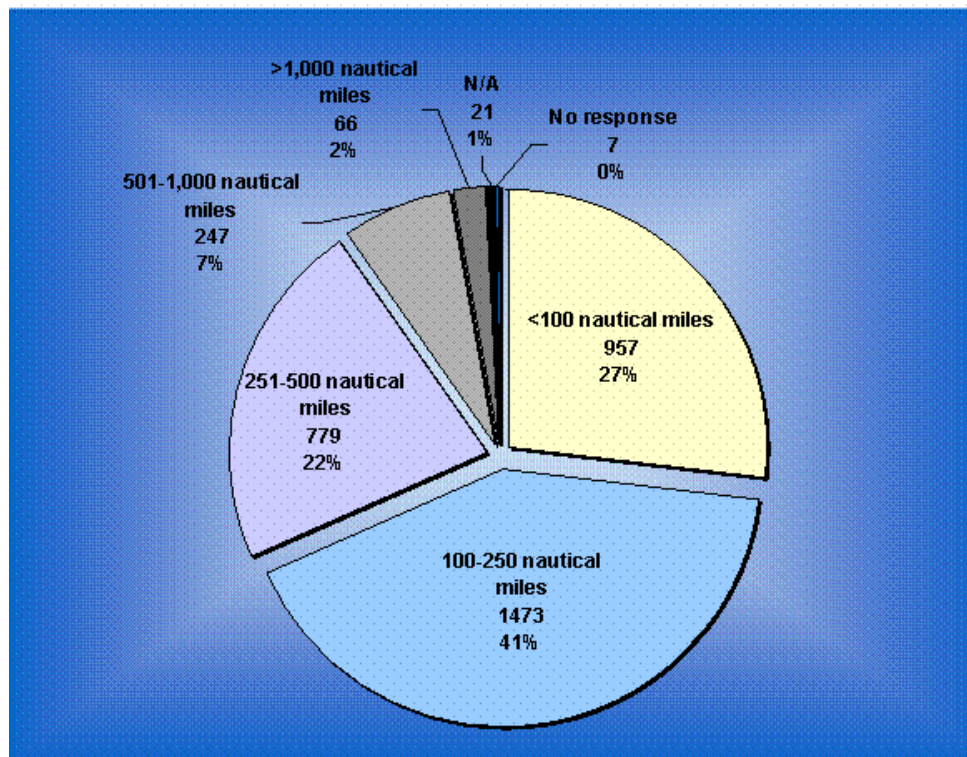
(N=406); Bridgeport at more than seven percent (N=251); Millville (N=245), Fort Worth (N=242), St. Petersburg (N=231), Kankakee (N=227) and Oakland (N=219), all at less than seven percent; and Altoona (N=219) at six percent. Additionally, slightly less than three percent (<3%, N=84) selected “Other” and less than one percent (<1%, N=8) chose “None.”

**Table 3-3. Flight Service Station Facilities Used**

| Facility    | Percentage | Facility       | Percentage | Facility       | Percentage |
|-------------|------------|----------------|------------|----------------|------------|
| Albuquerque | 5.2%       | Grand Forks    | 1.2%       | Nashville      | 4.8%       |
| Altoona     | 6.0%       | Great Falls    | 1.3%       | Oakland        | 6.2%       |
| Anderson    | 4.1%       | Green Bay      | 5.5%       | Prescott       | 4.9%       |
| Anniston    | 4.5%       | Greenwood      | 2.2%       | Princeton      | 2.9%       |
| Bangor      | 4.9%       | Hawthorne      | 5.4%       | Raleigh        | 5.5%       |
| Boise       | 1.8%       | Honolulu       | 0.9%       | Rancho Murieta | 4.5%       |
| Bridgeport  | 7.1%       | Huron          | 1.1%       | Reno           | 3.2%       |
| Buffalo     | 3.1%       | Islip          | 3.3%       | Riverside      | 5.0%       |
| Burlington  | 5.4%       | Jackson        | 2.4%       | St. Louis      | 4.5%       |
| Casper      | 1.6%       | Jonesboro      | 4.3%       | St. Petersburg | 4.7%       |
| Cedar City  | 2.3%       | Kankakee       | 6.4%       | San Angelo     | 0.4%       |
| Cleveland   | 5.7%       | Lansing        | 5.9%       | San Diego      | 4.8%       |
| Columbia    | 4.3%       | Leesburg       | 11.4%      | San Juan       | 4.6%       |
| Dayton      | 5.7%       | Louisville     | 4.7%       | Seattle        | 6.5%       |
| Denver      | 2.8%       | Macon          | 5.6%       | Terre Haute    | 5.6%       |
| De Ridder   | 5.2%       | McAlester      | 3.9%       | Wichita        | 3.5%       |
| Elkins      | 3.6%       | McMinnville    | 3.7%       | Williamsport   | 5.7%       |
| Fort Dodge  | 2.5%       | Miami          | 5.7%       | Other          | 2.8%       |
| Fort Worth  | 6.8%       | Millville      | 6.9%       | None           | 0.2%       |
| Gainesville | 5.9%       | Montgomery Co. | 3.1%       |                |            |

Question #7 asked, “What is the typical distance that you fly?” The total number of respondents to this question was 3,543. Twenty-seven percent (27%, N=957) said that they typically fly less than 100 nautical miles. (See Figure 3-5.) More than forty-one percent

(>41%, N=1,473) said that they typically fly between 100-250 nautical miles. Slightly less than twenty-two percent (<22%, N=779) said that they typically fly 251-500 nautical miles, and seven percent (7%, N=247) said that they typically fly between 501-1,000 nautical miles. Less than two percent (<2%, N=66) of those who responded said that they fly more than 1,000 nautical miles. Less than one percent (<1%, N=21) said that they did not wish to respond to this question.

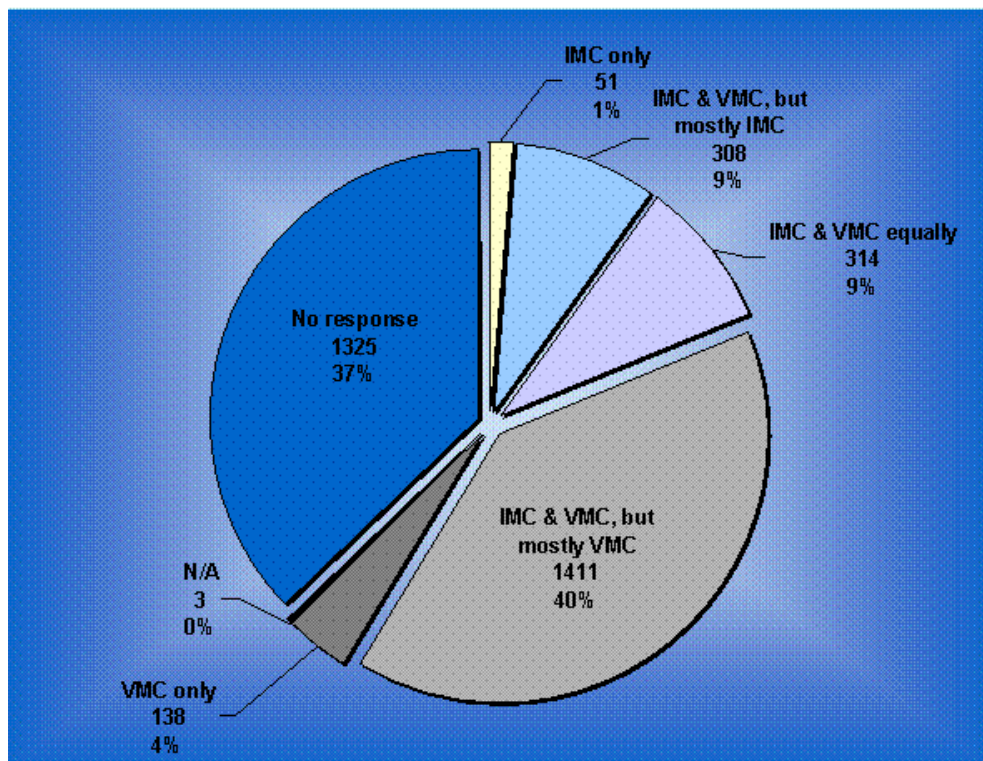


**Figure 3-5. Typical Distance Flown**

Question #8 asked, “Most often, do you fly under Visual Meteorological Conditions (VMC) or Instrument Meteorological Conditions (IMC)?” The total number of respondents to this question was 2,230, or slightly less than sixty-three percent (<63%) of the total number of survey respondents (N=3,550).<sup>4</sup> (See Figure 3-6.) Of all survey respondents, less

<sup>4</sup> Question #8 was an experience dependent question. This question was only presented to respondents who indicated that they hold an Instrument Rating on Question #1. The total number of respondents who

than two percent (<2%, N=51) indicated that they most often fly under IMC only. Four percent (4%, N=138) indicated that they most often fly under VMC only. Less than nine percent (<9%, N=308) indicated that they fly under both IMC and VMC, but mostly under IMC, and less than nine percent (<9%, N=314) indicated that they fly under both IMC and VMC equally. Slightly less than forty percent (<40%, N=1,411) indicated that they fly in both IMC and VMC, but mostly in VMC. Less than one percent (<1%, N=3) indicated not applicable, and less than one percent (<1%, N=5) did not respond to this question.



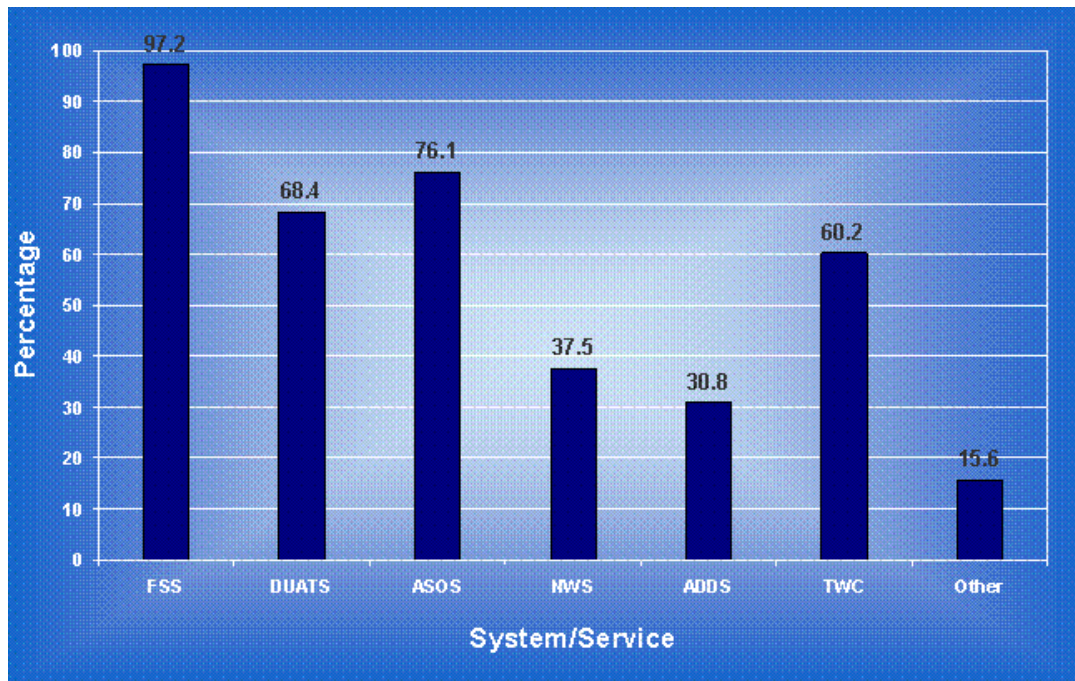
**Figure 3-6. Conditions Flown Under**

Question #9 asked, “Which of the following systems or services do you use to obtain weather information?” The total number of respondents to this question was 3,550. More

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indicated that they hold an Instrument Rating was 2,230, which is exactly equal to the number of responses recorded for Question #8.

than ninety-seven percent (>97%, N=3,451) said that they use Flight Service Stations to obtain weather information. (See Figure 3-7.) More than sixty-eight percent (>68%, N=2,427) indicated that they use Direct User Access Terminal Service (DUATS) to obtain weather information. More than seventy-six percent (>76%, N=2,700) indicated that they use Automated Surface Observation System (ASOS)/Automated Weather Observing System (AWOS) to obtain weather information. More than thirty-seven percent (>37%, N=1,330) indicated that they use the National Weather Service (NWS) to obtain weather information, while more than thirty percent (>30%, N=1,094) of those responding said that they obtain weather information from Aviation Digital Data Service (ADDs). Approximately two-thirds of the respondents (>60%, N=2,136) indicated that they obtain their weather information from the Weather Channel (TWC), and less than sixteen percent (<16%, N=553) said that they obtain weather information from “Other.”



**Figure 3-7. Systems or Services Used to Obtain Weather Information**

Question #10 asked, “Approximately how many flight plans have you filed in the past 12 months?” To answer this question, respondents were asked to input a numeric value into a text box corresponding to number of flight plans they have filed in the past twelve months.

The free text data were examined, and then the results were grouped into “bins” of 100 for further analysis. (See Table 3-4.)

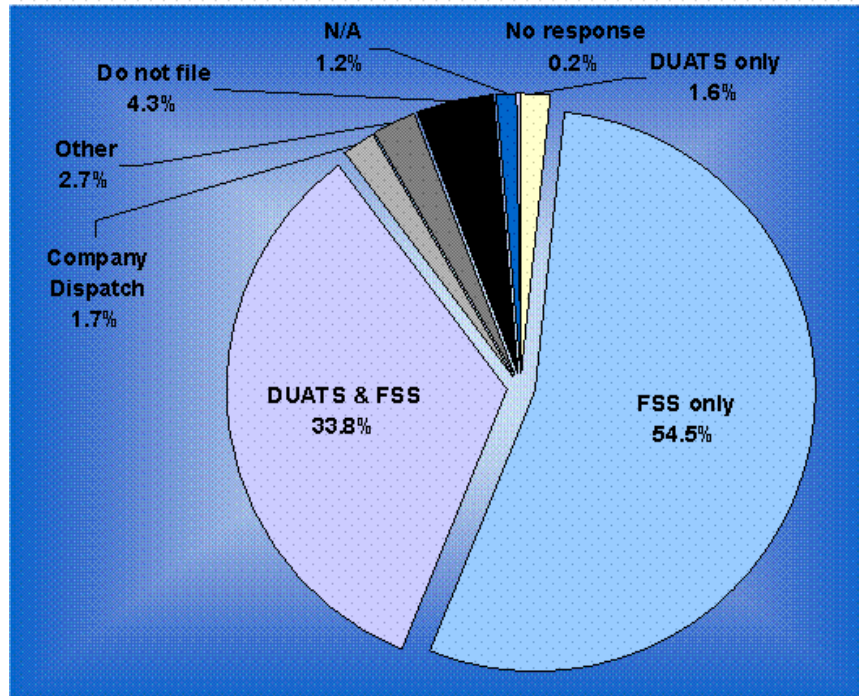
The total number of respondents to this question was 3,550. The overall average number of flights taken in the last twelve months for all respondents was 39. Approximately ninety-four percent (~94%, N=3,333) of those responding indicated that they have filed between 0 and 100 flight plans. Approximately three percent (~3%, N=114) indicated that have filed between 101 and 200 flight plans. Less than two percent (<2%, N=46) indicated that they have filed between 201 and 300 flight plans. Less than one percent indicated that they have filed between 301-400 flight plans (<1%, N=21), 401-500 flight plans (<1%, N=14), 501-600 flight plans (<1%, N=6), 601- 700 flight plans (<1%, N=1), 701-800 flight plans (<1%, N=5), 901-1,000 flight plans (<1%, N=4), and more than 1,000 flight plans (<1%, N=6), respectively. Zero (0%, N=0) of those responding indicated that they have filed 801-900 flight plans in the last twelve months.

**Table 3-4. Number of Flight Plans Filed in the Past Twelve (12) Months**

| <b>0-100<br/>flight<br/>plans</b> | <b>101-<br/>200<br/>flight<br/>plans</b> | <b>201-<br/>300<br/>flight<br/>plans</b> | <b>301-<br/>400<br/>flight<br/>plans</b> | <b>401-<br/>500<br/>flight<br/>plans</b> | <b>501-<br/>600<br/>flight<br/>plans</b> | <b>601-<br/>700<br/>flight<br/>plans</b> | <b>701-<br/>800<br/>flight<br/>plans</b> | <b>801-<br/>900<br/>flight<br/>plans</b> | <b>901-<br/>1000<br/>flight<br/>plans</b> | <b>1000+<br/>flight<br/>plans</b> |
|-----------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|------------------------------------------|-------------------------------------------|-----------------------------------|
| 93.9%                             | 3.2%                                     | 1.3%                                     | 0.6%                                     | 0.4%                                     | 0.2%                                     | 0.03%                                    | 0.1%                                     | 0.00%                                    | 0.1%                                      | 0.2%                              |

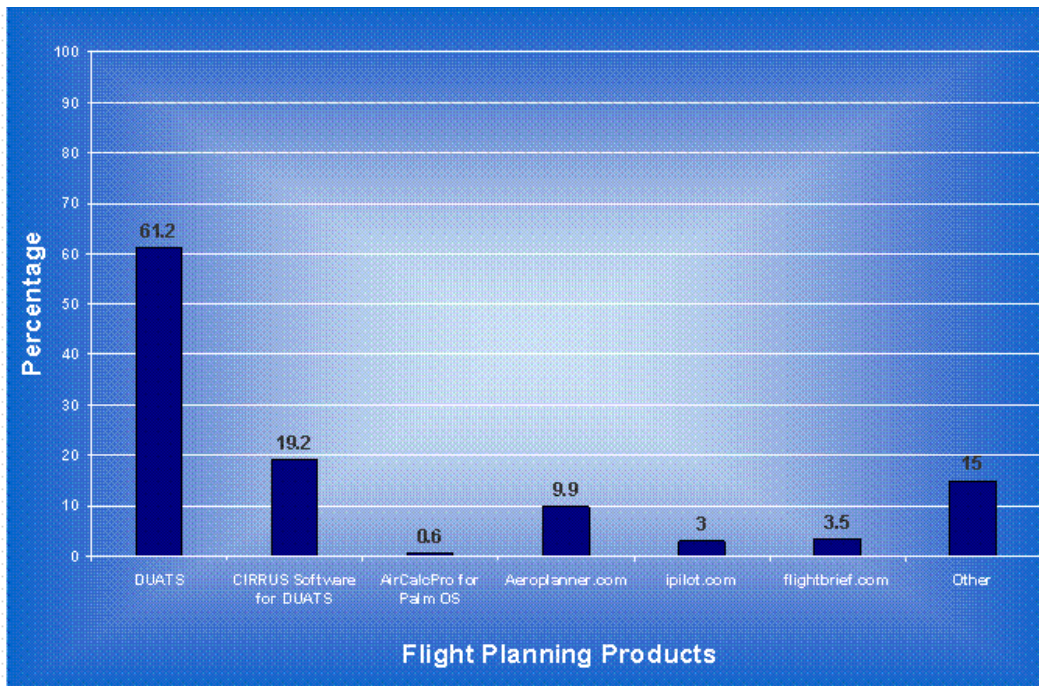
Question #11 asked, “Which of the following systems do you use to file flight plans?” The total number of respondents to this question was 3,550. More than fifty-four percent (>54%, N=1,933) indicated that they file flight plans via Flight Service Stations only. (See Figure 3-8.) Nearly thirty-four percent (<34%, N=1,200) indicated that they file flight plans via both FSS and DUATS. Less than two percent indicated that they file flight plans via DUATS only (<2%, N=57) or via company dispatch (<2%, N=62). Less than three percent (<3%, N=95) indicated that they file flight plans via “Other” means. Slightly more than four percent (>4%, N=153) of those responding indicated that they do not file flight plans. Less than two percent (<2%, N=42) indicated the question was not applicable, and less than one percent (<1%, N=8) did not respond to this question.





**Figure 3-8. Systems Used to File Flight Plans**

Question #12 asked, “Do you use any of the following flight planning products?” The total number of respondents to this question was 3,550. (See Figure 3-9.) More than sixty percent (>60%, N=2,174) indicated that they use DUATS. More than nineteen percent (>19%, N=681) indicated that they use CIRRUS Software for DUATS for flight planning. Less than one percent (<1%, N=20) of those who responded indicated that they use AirCalcPro for Palm OS. Less than ten percent (<10%, N=350) indicated that they use Aeroplanner.com. Three percent (3%, N=106) indicated that they use ipilot.com, and slightly more than three percent (>3%, N=125) indicated that they use flightbrief.com for flight planning. Fifteen percent (15%, N=533) of those who responded indicated that they use “Other” flight planning products.

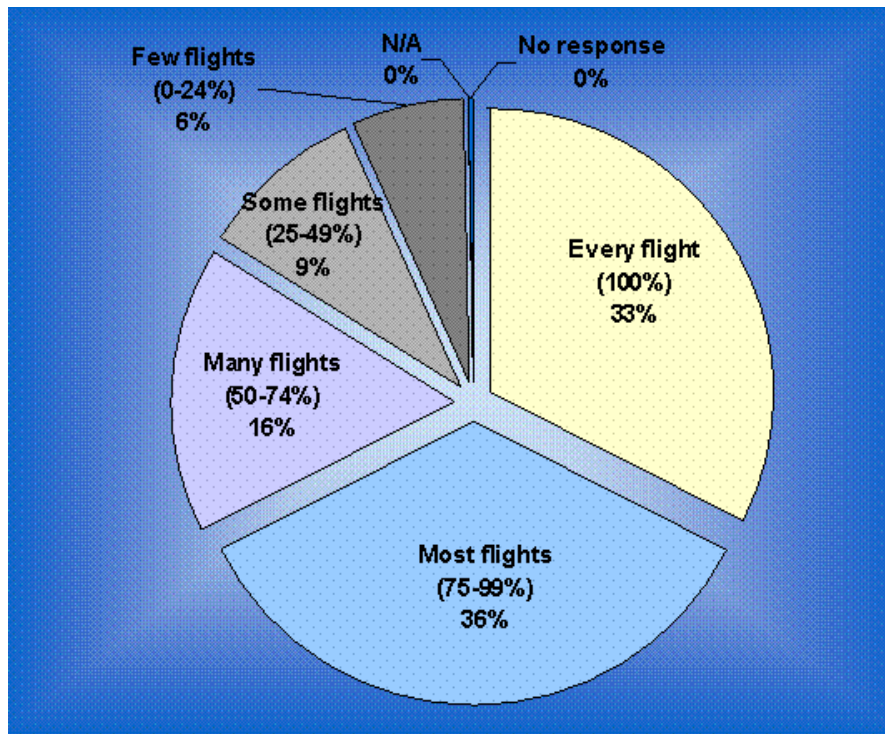


**Figure 3-9. Flight Planning Products Used**

### 3.2.2 Experience with Flight Service Stations

The purpose of Questions 13-23 was to gain insight into each respondent’s experience with Flight Service Stations. Respondents were asked questions pertaining to the types of FSS services used, the frequency of use and the conditions under which certain services are used.

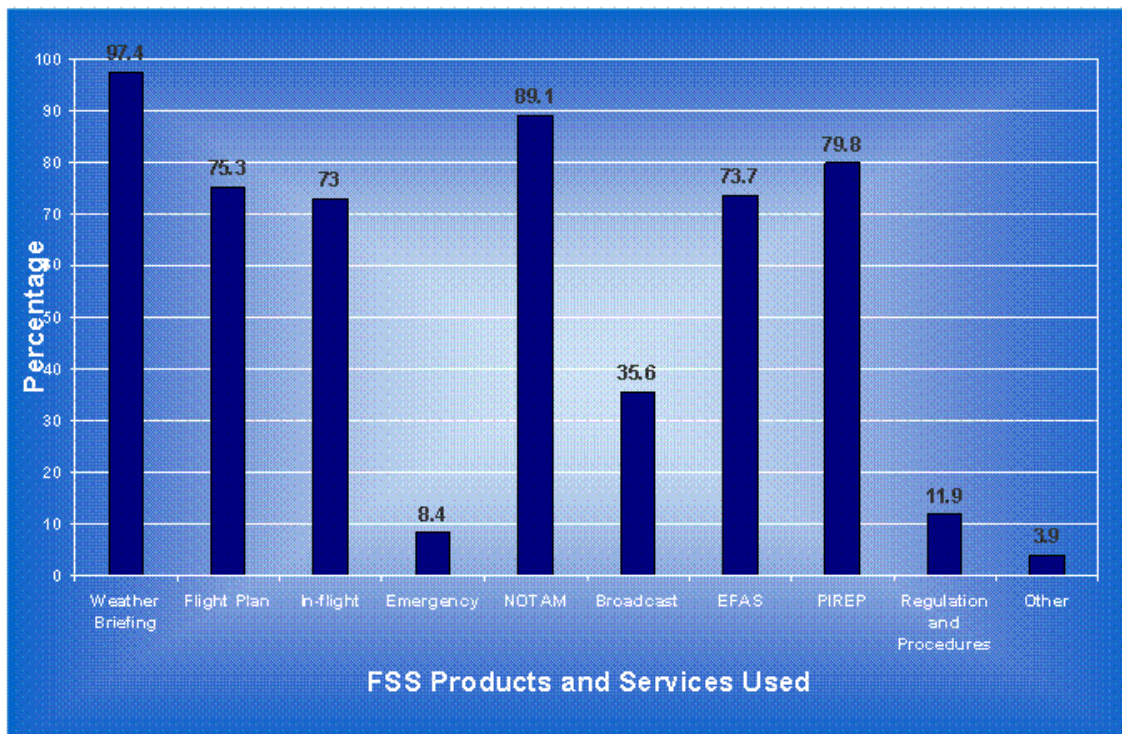
Question #13 asked, “How frequently do you use Flight Service Station services?” The total number of respondents to this question was 3,550. (See Figure 3-10.) More than thirty-two percent (>32%, N=1,151) indicated that they use FSS services 100% of the time. More than thirty-five percent (>35%, N=1,246) indicated that they use FSS services between 75-99% of the time. More than sixteen percent (>16%, N=580) indicated that they use FSS services between 50-75% of the time. Less than ten percent (<10%, N=335) of those who responded indicated that they use FSS services between 25-49% of the time, and more than six percent (>6%, N=225) indicated that they use FSS services between 0-24% of the time. Less than one percent (<1%, N=5) indicated that this question was not applicable, and less than one percent (<1%, N=8) did not respond to this question.



**Figure 3-10. Frequency of FSS Use**

Question #14 asked, “Which of the following Flight Service Station (FSS) products and services do you use?” The total number of respondents for this question was 3,550. More than ninety-seven percent (>97%, N=3,456) indicated that they use Weather Briefing Services. More than seventy-five percent (>75%, N=2,674) indicated that they use Flight Plan Services. Seventy-three percent (73%, N=2,593) indicated that they use In-Flight Services. Less than nine percent (<9%, N=298) indicated that they use Emergency or Search and Rescue Services. More than eighty-nine percent (>89%, N=3,162) indicated that they use Notices to Airmen (NOTAMs). Slightly less than thirty-six percent (<36%, N=1,264) of those who responded indicated that they use Aviation Weather and Information Broadcast Services. Nearly seventy-four percent (<74%, N=2,618) indicated that they use En Route Flight Advisory Service (EFAS) or “Flight Watch.” Almost eighty percent (<80%, N=2,834) indicated that they use Pilot Report (PIREP) Services. Less than twelve percent (<12%, N=421) of those who responded indicated that they use Regulations and Procedures Services, and less than four percent (<4%, N=139) indicated that they use “Other” services. (See Figure 3-11.)

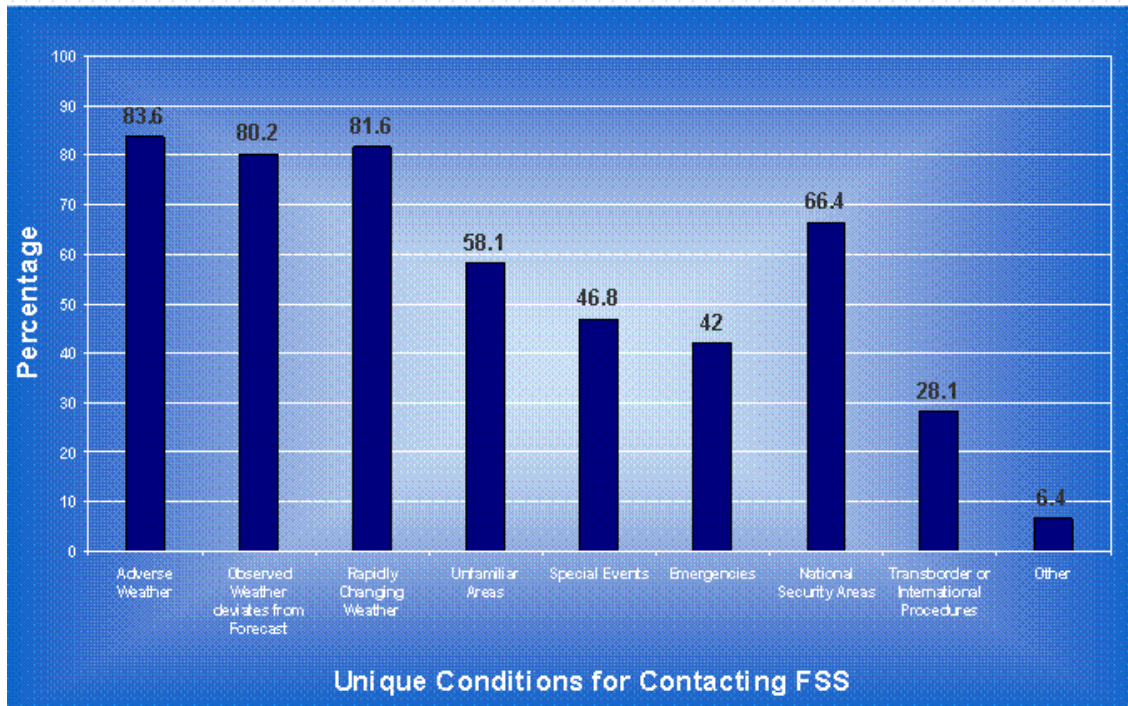




**Figure 3-11. FSS Products and Services Used**

Question #15 asked, “Under what unique conditions would you most likely contact an FSS facility?” The total number of respondents to this question was 3,550. More than eighty-three percent (>83%, N=2,967) indicated that they would contact FSS during adverse weather conditions. (See Figure 3-12.) Less than eighty-one percent (<81%, N=2,846) indicated that they would contact FSS when the observed weather deviates from the forecasted weather, while more than eighty-one percent (>81%, N=2,897) indicated that they would contact FSS during periods of rapidly changing weather. More than fifty-eight percent (>58%, N=2,062) of those who responded indicated that they would contact FSS when flying in areas that are unfamiliar. Less than forty-seven percent (<47%, N=1,660) indicated that they would contact FSS during special events, while forty-two percent (42%, N=1,490) indicated that they would contact FSS during emergencies. More than sixty-six percent (>66%, N=2,357) of those who responded indicated that they would contact FSS when flying in areas that require compliance with National Security procedures. Approximately twenty-eight percent (~28%, N=999) indicated that they would contact FSS when they need an explanation or clarification of trans-border or international procedures.

Slightly more than six percent (>6%, N=228) indicated that they would contact FSS during “Other” conditions.

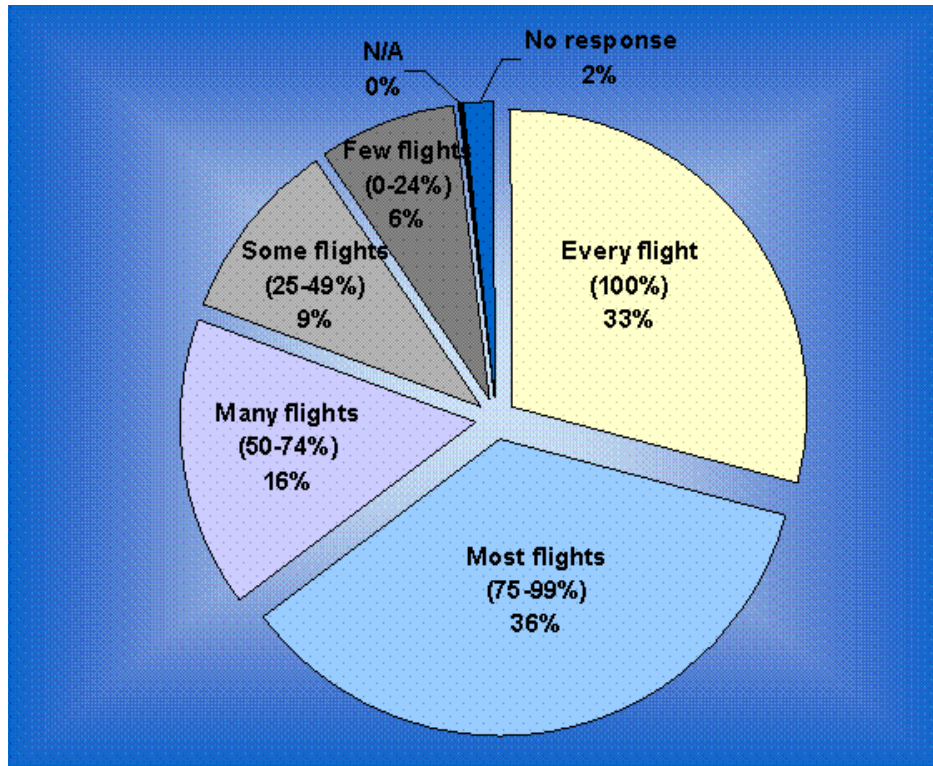


**Figure 3-12. Unique Conditions for Contacting FSS**

Question #16 asked, “How often do you obtain pre-flight information from an FSS facility?” The total number of respondents to this question was 3,493, or approximately ninety-eight percent (~98%) of the total number of survey respondents (N=3,550).<sup>5</sup> (See Figure 3-13.) Of all survey respondents, twenty-nine percent (29%, N=1,031) indicated that they obtain pre-flight information from an FSS facility 100% of the time. More than thirty-five percent (>35%, N=1,262) indicated that they obtain pre-flight information from an FSS facility between 75-99% of the time, and slightly more than sixteen percent (>16%, N=570) indicated that they obtain pre-flight information from FSS between 50-74% of the time. Less

<sup>5</sup> Question #16 was an experience dependent question. This question was only presented to respondents who indicated that they use either Weather Briefing Services or Flight Plan Services on Question #14. The total numbers of respondents who indicated that they use these services were 3,456 and 2,674, respectively.

than ten percent indicated that they obtain pre-flight information from FSS between 25-49% of the time (<10%, N=347) or between 1-24% of the time (<10%, N=271), respectively. Less than one percent (<1%, N=12) indicated that this question was not applicable, and less than two percent (<2%, N=57) did not respond to this question.

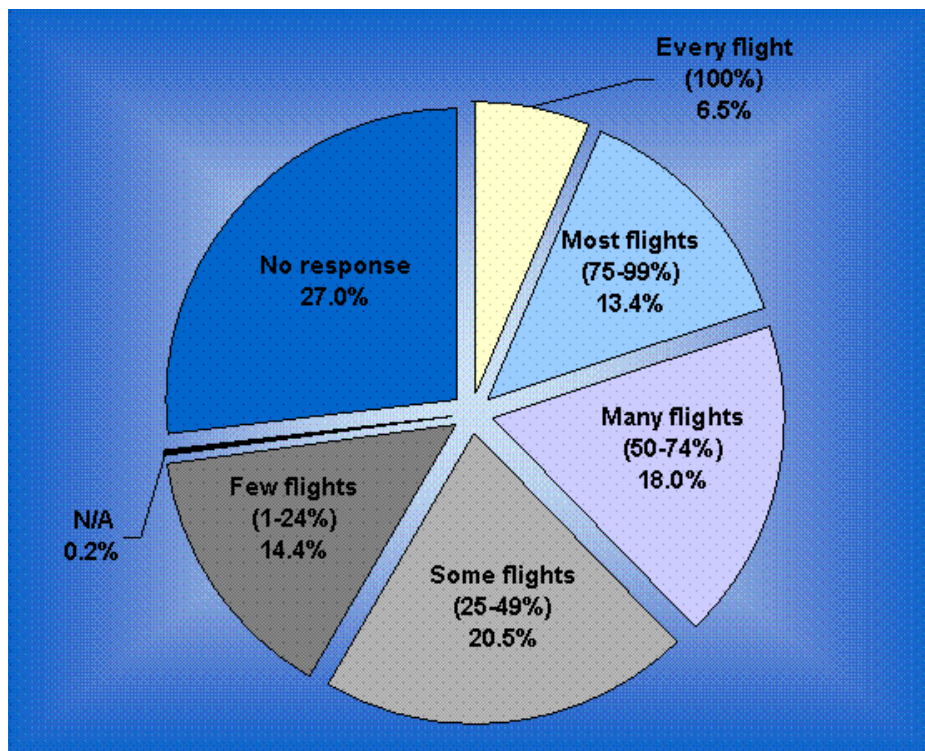


**Figure 3-13. Frequency of Obtaining Pre-flight Information from FSS**

Question #17 asked, “How often do you obtain in-flight information from an FSS facility?” The total number of respondents to this question was 2,592, or approximately seventy-three percent (~73%) of the total number of survey respondents (N=3,550).<sup>6</sup> Of all survey respondents, more than six percent (>6%, N=231) indicated that they obtain in-flight

<sup>6</sup> Question #17 was an experience dependent question. This question was only presented to respondents who indicated that they use In-flight Services on Question #14. The total number of respondents who indicated that they use this service was 2,593.

information from an FSS facility 100% of the time. (See Figure 3-14.) More than thirteen percent (>13%, N=475) indicated that they obtain in-flight information from an FSS facility between 75-99% of the time, and eighteen percent (18%, N=640) indicated that they obtain in-flight information from FSS between 50-74% of the time. More than twenty percent (>20%, N=727) indicated that they obtain in-flight information from FSS between 25-49% of the time and less than fifteen percent (<10%, N=271) indicated that they obtain in-flight information from FSS between 1-24% of the time. Less than one percent (<1%, N=8) indicated that this question was not applicable, and twenty-seven percent (27%, N=958) did not respond to this question.

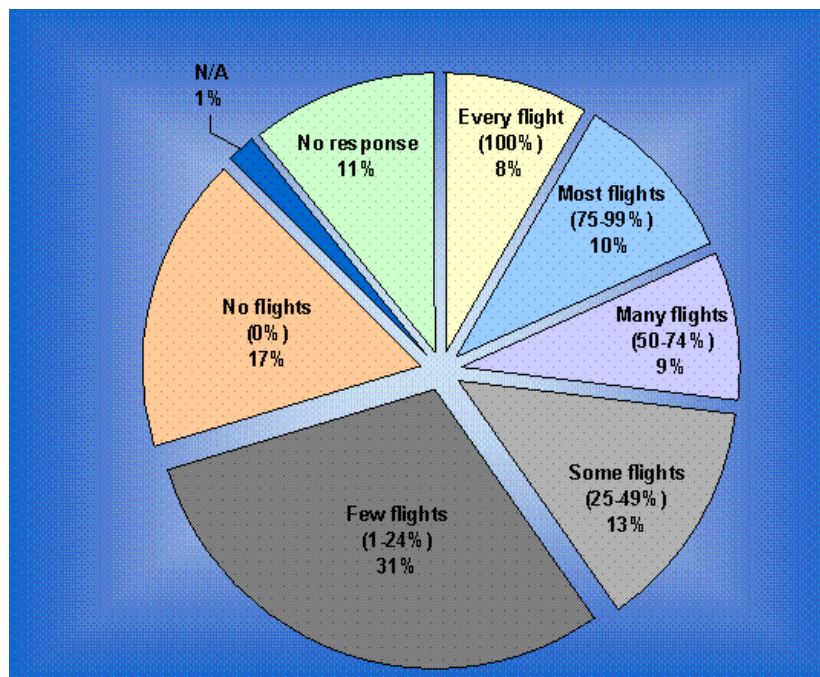


**Figure 3-14. Frequency of Obtaining In-flight Information from FSS**

Question #18 asked, “How often do you contact an FSS facility solely for NOTAM information?” The total number of respondents to this question was 3,161 or approximately



eighty-nine percent (~89%) of the total number of survey respondents (N=3,550).<sup>7</sup> (See Figure 3-15.) Of all survey respondents, more than eight percent (>8%, N=298) indicated that they contact an FSS facility solely for NOTAM information 100% of the time. More than nine percent (>9%, N=349) indicated that they contact an FSS facility solely for NOTAM information between 75-99% of the time, and approximately nine percent (~9%, N=308) indicated that they contact an FSS facility solely for NOTAM information between 50-74% of the time. More than thirteen percent (>13%, N=470) indicated that they contact an FSS facility solely for NOTAM information between 25-49% of the time and more than thirty percent (>30%, N=1,070) indicated that they contact an FSS facility solely for NOTAM information between 1-24% of the time. Slightly more than seventeen percent (>17%, N=615) indicated that they do not contact FSS solely for NOTAM information (0% of the time). More than one percent (>1%, N=51) indicated that this question was not applicable, and eleven percent (11%, N=389) did not respond to this question.



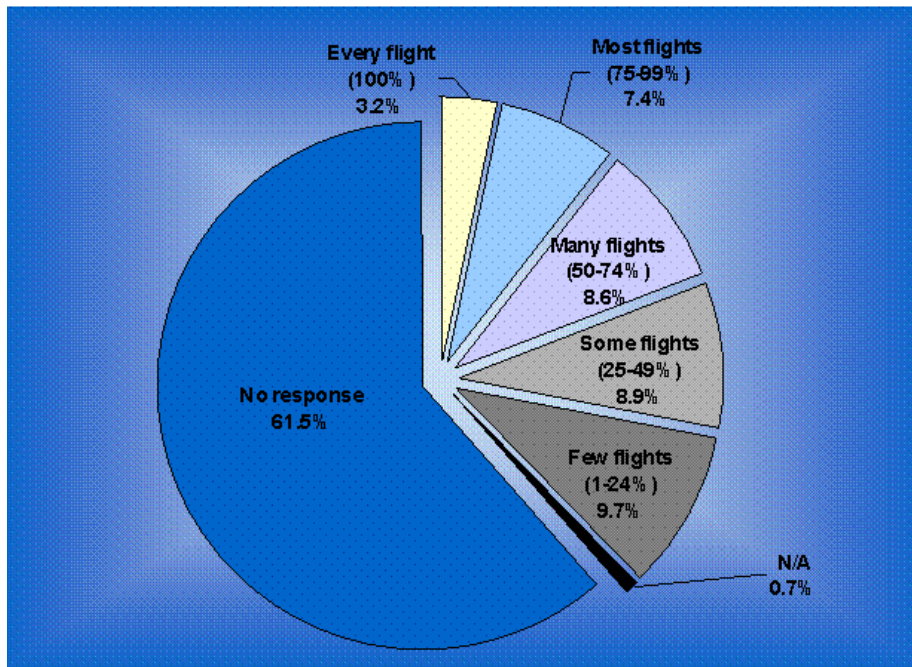
**Figure 3-15. Frequency of Obtaining NOTAM Information from FSS**

<sup>7</sup> Question #18 was an experience dependent question. This question was only presented to respondents who indicated that they use NOTAM Services on Question #14. The total number of respondents who indicated that they use this service was 3,162.

Question #19 asked, “How often do you use Aviation Weather and Information Broadcast Services?” The total number of respondents to this question was 1,368 or approximately thirty-nine percent (~39%) of the total number of survey respondents (N=3,550).<sup>8</sup> (See Figure 3-16.) Of all survey respondents, more than three percent (>3%, N=115) indicated that they use Aviation Weather and Information Broadcast Services 100% of the time. More than seven percent (>7%, N=263) indicated that they use Aviation Weather and Information Broadcast Services between 75-99% of the time, and approximately nine percent (~9%, N=305) indicated they use Aviation Weather and Information Broadcast Services between 50-74% of the time. Less than nine percent (<9%, N=317) indicated that they use Aviation Weather and Information Broadcast Services between 25-49% of the time and more than nine percent (>9%, N=343) indicated that they use Aviation Weather and Information Broadcast Services between 1-24% of the time. Less than one percent (<1%, N=25) indicated that this question was not applicable, and more than sixty-one percent (>61%, N=2,182) did not respond to this question.

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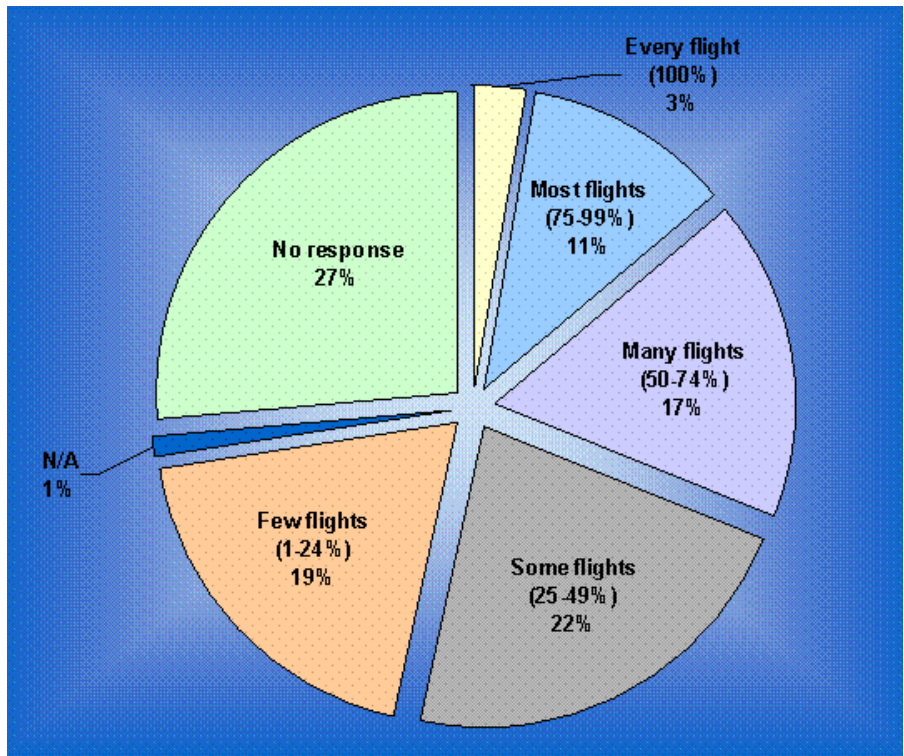
<sup>8</sup> Question #19 was an experience dependent question. This question was only presented to respondents who indicated that they use Aviation Weather and Information Broadcast Services or Weather Briefing Services on Question #14. The total numbers of respondents who indicated that they use these services were 1,264 and 3,456 respectively.



**Figure 3-16. Frequency of Using FSS Broadcast Services**

Question #20 asked, “How often do you use En Route Flight Advisory Service (EFAS) or “Flight Watch”?” (See Figure 3-17.) The total number of respondents to this question was 2,617 or approximately seventy-three percent (~73%) of the total number of survey respondents (N=3,550).<sup>9</sup> Of all survey respondents, less than three percent (<3%, N=94) indicated that they use EFAS or “Flight Watch” Services 100% of the time. More than eleven percent (>11%, N=395) indicated that they use EFAS or “Flight Watch” Services between 75-99% of the time, and approximately seventeen percent (~17%, N=618) indicated they use EFAS or “Flight Watch” Services between 50-74% of the time. More than twenty-two percent (>22%, N=787) indicated that they use EFAS or “Flight Watch” Services between 25-49% of the time and more than nineteen percent (>19%, N=680) indicated that they use EFAS or “Flight Watch” Services between 1-24% of the time. Slightly more than one percent (>1%, N=43) indicated that this question was not applicable, and more than twenty-six percent (>26%, N=933) did not respond to this question.

<sup>9</sup> Question #20 was an experience dependent question. This question was only presented to respondents who indicated that they use En Route Flight Advisory Service or Flight Watch Services on Question #14. The total number of respondents who indicated that they use this service was 2,618.



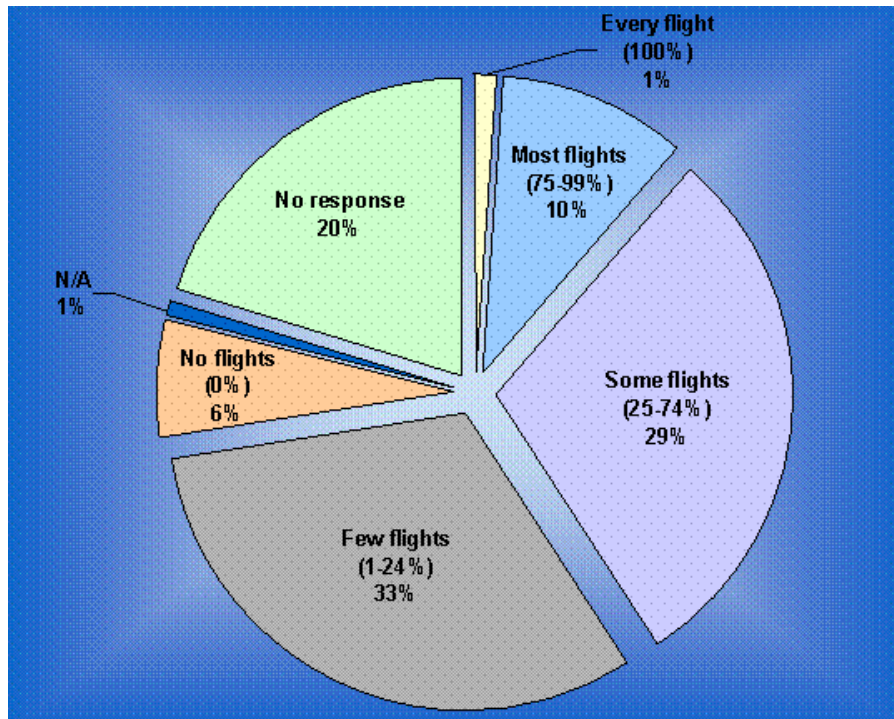
**Figure 3-17. Frequency of EFAS/Flight Watch Use**

Question #21 asked, “In the past 12 months, how often have you filed PIREPs?” Question #22 asked, “In the past 12 months, how often have you requested PIREPs?” The total number of respondents to each of these questions was 2,833 or approximately eighty percent (~80%) of the total number of survey respondents (N=3,550).<sup>10</sup> (See Figures 3-18 and 3-19.) Of all survey respondents, slightly more than one percent (>1%, N=44) indicated that they file PIREPs 100% of the time, while nine percent (9%, N=320) indicated that they request PIREPs 100% of the time. More than ten percent (>10%, N=364) indicated that they file PIREPs between 75-99% of the time, while more than eighteen percent (>18%, N=643) indicated that they request PIREPs between 75-99% of the time. Approximately twenty-nine

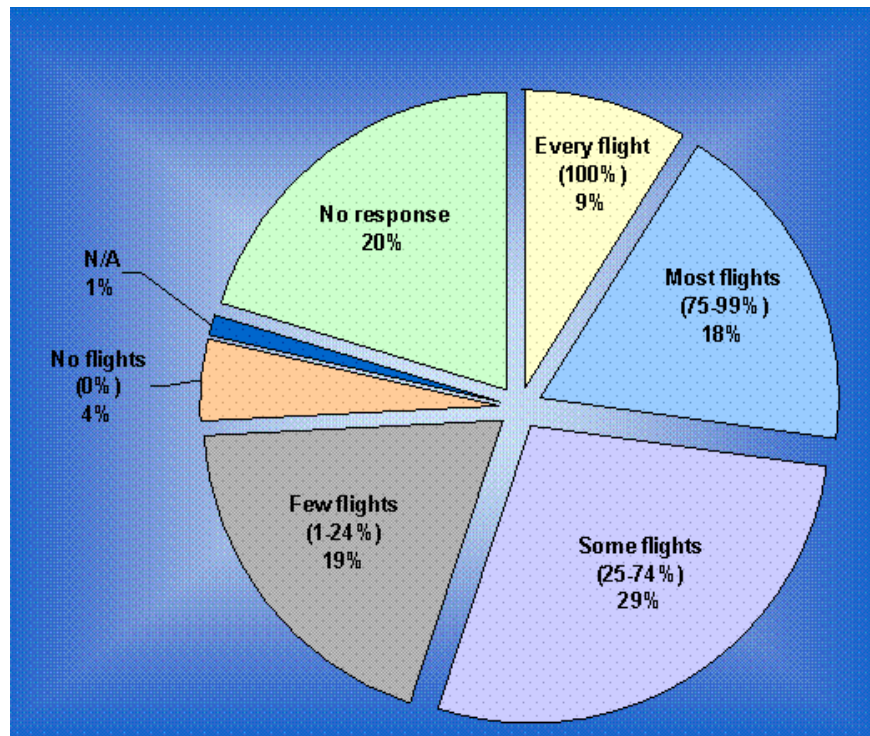
<sup>10</sup> Questions #21 and 22 were experience dependent questions. These questions were only presented to respondents who indicated that they use Pilot Report (PIREP) Services on Question #14. The total number of respondents who indicated that they use this service was 2,834.



percent (~29%, N=1,038) indicated they file PIREPs between 25-74% of the time, and twenty-eight percent (28%, N=994) indicated that they request PIREPs between 25-74% of the time. More than thirty-one percent (>31%, N=1,132) indicated that they file PIREPs between 1-24% of the time, while only nineteen percent (19%, N=677) indicated that they request PIREPs between 1-24% of the time. More than six percent (>6%, N=221) indicated that they do not file PIREPs (or they file PIREPs 0% of the time), while less than five percent (<5%, N=157) said that they never request PIREPs (or they request PIREPs 0% of the time). Approximately one percent indicated that these questions were not applicable (~1%, N=34 and ~1%, N=42, respectively). More than twenty percent (>20%, N=717) did not respond to either question #21 or #22.



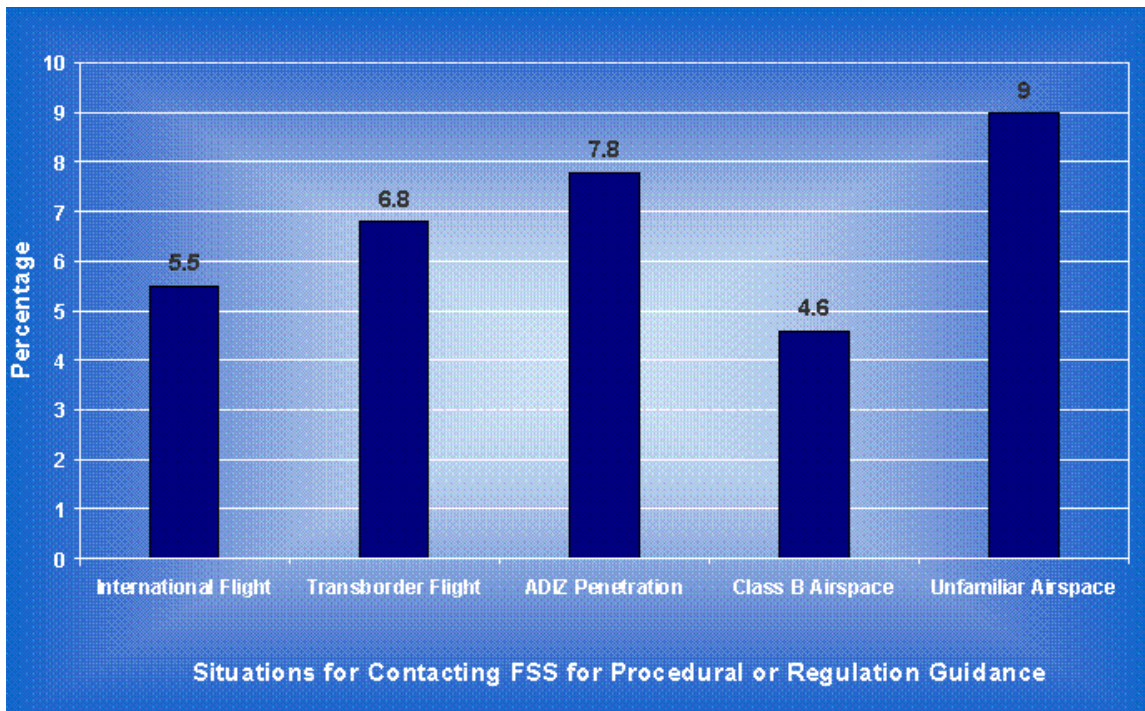
**Figure 3-18. Frequency of Filing PIREPs**



**Figure 3-19. Frequency of Requesting PIREPs**

Question #23 asked, “In what situation(s) would you seek clarification of regulations or procedures from an FSS facility?” The total number of respondents to this question was 421 or approximately twelve percent (~12%) of the total number of survey respondents (N=3,550).<sup>11</sup> (See Figure 3-20.) Of all survey respondents, less than six percent (<6%, N=194) indicated that they would seek clarification from FSS during international flights. More than six percent (>6%, N=243) indicated that they would seek clarification from FSS during trans-border flights, and approximately eight percent (~8%, N=277) indicated would seek clarification from FSS regarding penetration of an Air Defense Identification Zone (ADIZ). More than four percent (>4%, N=163) indicated that they would contact FSS for clarification regarding Class B airspace operations. Nine percent (9%, N=320) indicated that they would contact FSS regarding unfamiliar airspace and less than three percent (<3%, N=87) would seek clarification from FSS during “Other” conditions.

<sup>11</sup> Question #23 was an experience dependent question. This question was only presented to respondents who indicated that they use Regulations and Procedures Services on Question #14. The total number of respondents who indicated that they use this service was 421.



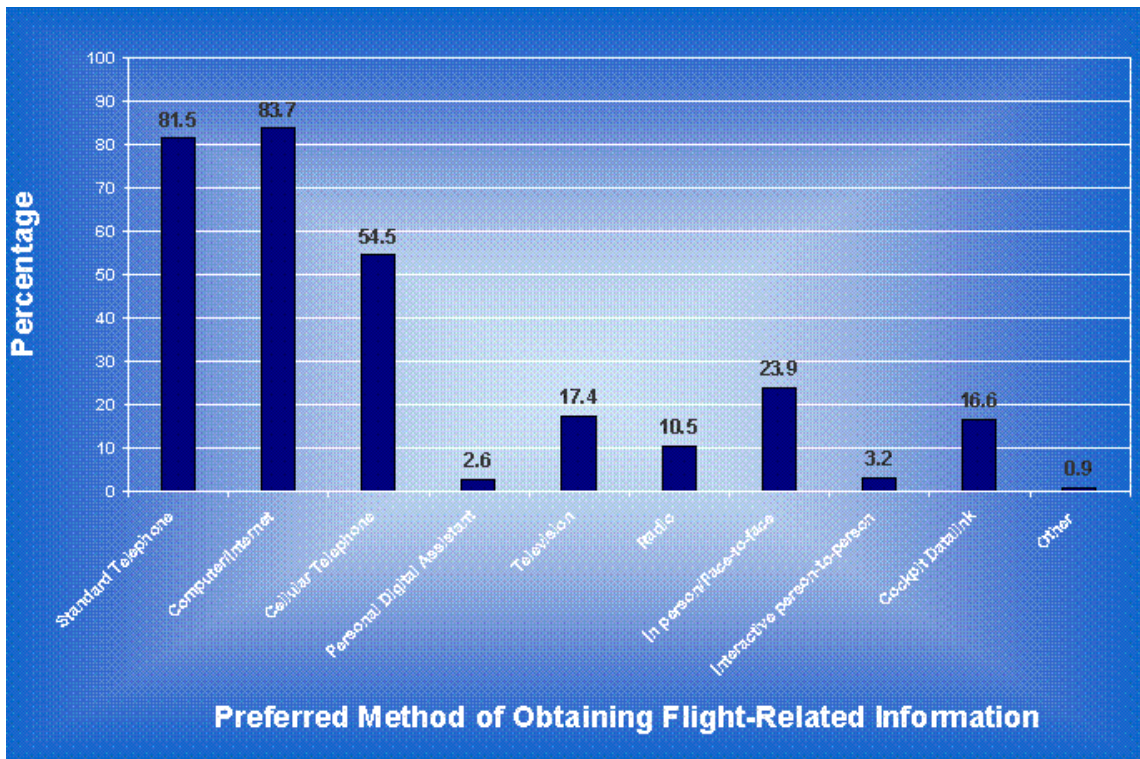
**Figure 3-20. Situations Where Procedural or Regulatory Guidance is Sought from FSS**

### 3.2.3 Methods of Information Delivery

The purpose of questions 24 and 25 was to obtain feedback from each respondent regarding the methods they use to obtain flight-related information. These questions focused on their preferences regarding tools, automation, and media relative to flight services.

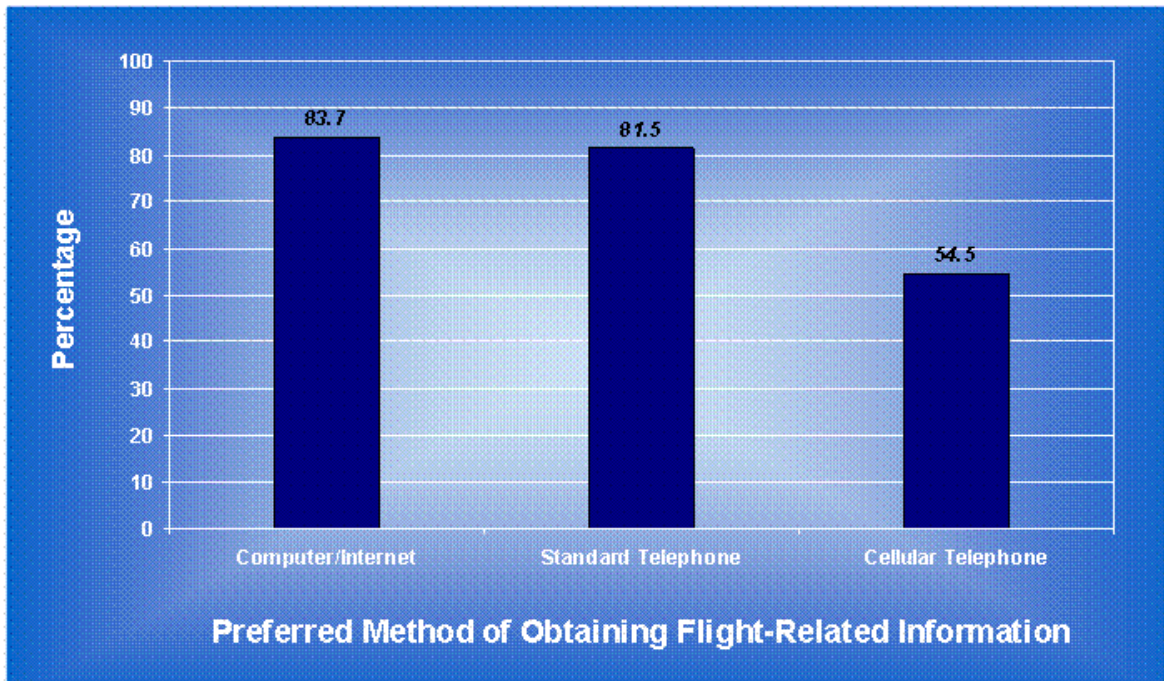
Question #24 asked, “If all of the following were available to you, which THREE ITEMS describe your preferred methods of obtaining flight-related information? (Please select three items only.) To answer this question, respondents were asked check no more than three boxes corresponding to their preferred methods. The free text data were examined, and then the results were summed into “bins” corresponding to the selections provided for further analysis. (See Figure 3-21.)





**Figure 3-21. Preferred Method of Obtaining Flight-Related Information**

The total number of respondents to this question was 3,550. Overall, the three most popular items listed as the preferred method for obtaining flight related information were: Computer/Internet (83.7%), Standard Telephone (81.5%) and Cellular Telephone (54.5%). (See Figure 3-22.) More than eighty-one percent (>81%, N=2,894) selected Standard Telephone. More than eighty-three percent (>83%, N=2,970) selected Computer/Internet. More than fifty-four percent (>54%, N=1,934) selected Cellular Telephone as their preferred method. Less than three percent (<3%, N=94) of those who responded selected Personal Digital Assistant (PDA), while slightly more than seventeen percent (>17%, N=616) selected Television. Nearly eleven percent (<11%, N=371) chose Radio. Approximately one quarter of the respondents (~25%, N=591) selected Cockpit Datalink as their preferred method for obtaining flight-related information, and less than one percent (<1%, N=31) said that they would prefer to obtain flight-related information via “Other.”

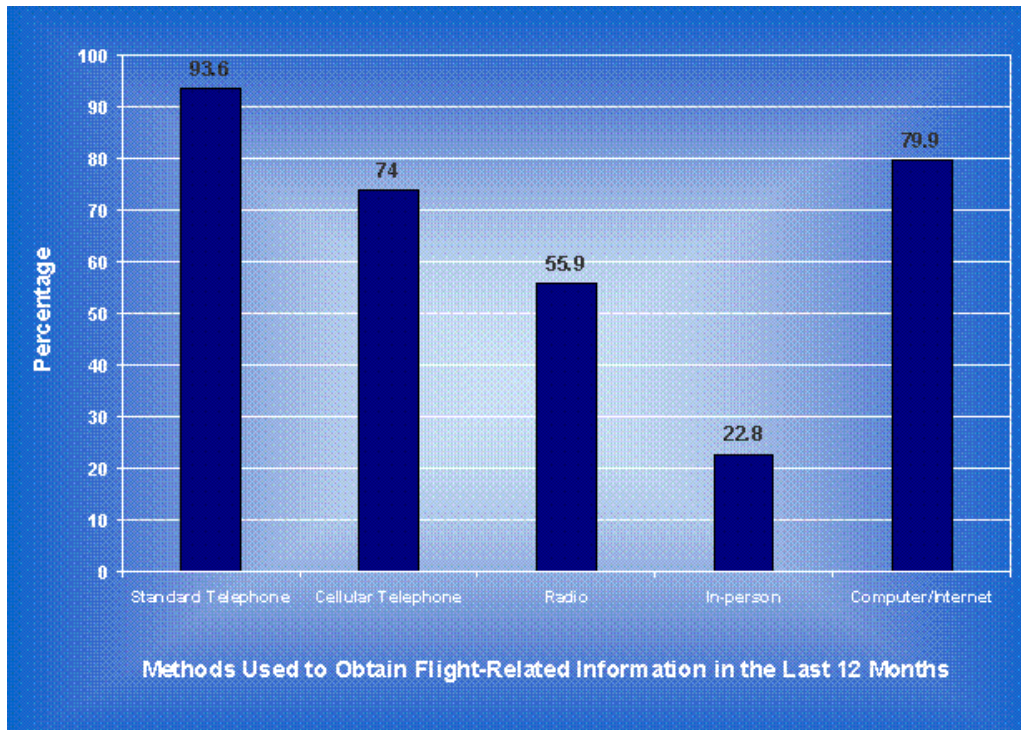


**Figure 3-22. Most Popular Preferred Methods for Obtaining Flight-Related Information**

Question #25 asked, “In the last 12 months, how many times have you received flight information via standard telephone, cellular telephone, radio, in-person, computer/internet, or some other means?” To answer this question, respondents were asked to input a numeric value into a text box corresponding to the method they used to obtain the flight-related information. The free text data were examined (as shown in Table 3-5), and then the results were grouped according to the selections provided for further analysis and summed into “bins” in increments of 100. (See Figure 3-23.)

The total number of respondents to this question was 3,550. The mean (overall average number) of times that flight information was received via standard telephone in the last twelve months for all respondents was 33. The mean (overall average number) of times that flight information was received via cellular telephone in the last twelve months for all respondents was 15. The mean (overall average number) of times that flight information was received via radio in the last twelve months for all respondents was 12. The mean (overall average number) of times that flight information was received in person in the last twelve months for all respondents was 2. The mean (overall average number) of times that flight

information was received via computer/Internet in the last twelve months for all respondents was 48.



**Figure 3-23. Methods Used to Obtain Flight-Related Information in the Past Twelve (12) Months**

More than ninety-three percent (>93%, N=3,324) of those responding indicated that they have used a standard telephone to obtain flight information in the past twelve months. Seventy-four percent (74%, N=2,626) of respondents indicated that they have used a cellular telephone to obtain flight information in the past twelve months. Less than fifty-six percent (<56%, N=1,984) of those responding indicated that they obtained flight information via radio in the past twelve months. Less than twenty-three percent (<23%, N=809) of respondents indicated that they obtained flight information in person in the past twelve months. Nearly eighty percent (<80%, N=2,836) of those responding indicated that they have used the computer/Internet to obtain flight information over the past twelve months.

**Table 3-5. Frequency of Obtaining Flight-Related Information via Specific Methods Within the Past Twelve (12) Months**

|                      | <b>Standard Telephone</b> | <b>Cellular Telephone</b> | <b>Radio</b> | <b>In Person</b> | <b>Computer/ Internet</b> |
|----------------------|---------------------------|---------------------------|--------------|------------------|---------------------------|
| <b>&lt; 10 times</b> | 22.8%                     | 39.2%                     | 34.6%        | 53.8%            | 15.9%                     |
| <b>10-19 times</b>   | 21.3%                     | 19.9%                     | 13.6%        | 2.1%             | 12.3%                     |
| <b>20-39 times</b>   | 24.7%                     | 14.4%                     | 10.8%        | 1.8%             | 19.6%                     |
| <b>40-69 times</b>   | 15.4%                     | 5.7%                      | 4.4%         | 0.6%             | 16.5%                     |
| <b>70-99 times</b>   | 4.2%                      | 1.4%                      | 0.9%         | 0.1%             | 4.7%                      |
| <b>100-199 times</b> | 5.5%                      | 2.1%                      | 1.9%         | 0.3%             | 10.0%                     |
| <b>200-299 times</b> | 1.7%                      | 0.6%                      | 0.3%         | 0.1%             | 3.0%                      |
| <b>300-399 times</b> | 0.6%                      | 0.1%                      | 0.1%         | 0.03%            | 1.4%                      |
| <b>400-499 times</b> | 0.1%                      | 0.1%                      | 0.03%        | 0.03%            | 0.2%                      |
| <b>500-599 times</b> | 0%                        | 0.03%                     | 0.1%         | 0%               | 0.6%                      |
| <b>600-699 times</b> | 0%                        | 0%                        | 0%           | 0%               | 0.1%                      |
| <b>700-799 times</b> | 0.1%                      | 0.1%                      | 0%           | 0%               | 0.03%                     |
| <b>800-899 times</b> | 0%                        | 0.03%                     | 0%           | 0%               | 0.1%                      |
| <b>900-999 times</b> | 0.03%                     | 0%                        | 0.03%        | 0%               | 0.3%                      |

Approximately eighty-nine percent (~89%, N=3,140) of those responding indicated that they have obtained flight information via standard telephone between 0 and 99 times in the last twelve months. Less than six percent (<6%, N=194) indicated that have obtained flight information via standard telephone between 100 and 199 times. Less than two percent (<2%, N=59) indicated that they have obtained flight information via standard telephone between 200 and 299 times. Less than one percent indicated that they have obtained flight information via standard telephone either between 300-399 times (<1%, N=21) between 400-499 times (<1%, N=5), between 700-799 times (<1%, N=2) or between 900-999 times (<1%, N=1). No respondents (0%, N=0) indicated that they have received flight information via standard telephone between 500-599 times, between 600-699 times, or between 800-899 times in the last twelve months.

Approximately eighty percent (~80%, N=2,856) of those responding indicated that they have obtained flight information via cellular telephone between 0 and 99 times in the last twelve months. Slightly more than two percent (>2%, N=75) indicated that have obtained



flight information via cellular telephone between 100 and 199 times. Less than one percent indicated that they have obtained flight information via cellular telephone either between 200-299 times (<1%, N=20), 300-399 times (<1%, N=2) between 400-499 times (<1%, N=2), between 500-599 times (<1%, N=1), or between 800-899 times (<1%, N=1). No respondents (0%, N=0) indicated that they have received flight information via cellular telephone between 600-699 times, between 700-799 times or between 900-999 times in the last twelve months.

More than sixty-four percent (>64%, N=2,284) of those responding indicated that they have obtained flight information via radio between 0 and 99 times in the last twelve months. Less than two percent (<2%, N=67) indicated that have obtained flight information via radio between 100 and 199 times. Less than one percent indicated that they have obtained flight information via radio either between 200-299 times (<1%, N=12), between 300-399 times (<1%, N=4) between 400-499 times (<1%, N=1), between 500-599 times (<1%, N=3) or between 900-999 times (<1%, N=1). No respondents (0%, N=0) indicated that they have received flight information via radio between 600-699 times, between 700-799 times, or between 800-899 times in the last twelve months.

More than fifty-eight percent (>58%, N=2,069) of those responding indicated that they have obtained flight information in person between 0 and 99 times in the last twelve months. Less than one percent indicated that they have obtained flight information in person either between 100-199 times (<1%, N=12), between 200-299 times (<1%, N=2), between 300-399 times (<1%, N=1) or between 400-499 times (<1%, N=1). No respondents (0%, N=0) indicated that they have received flight information in person more than 500 times in the last twelve months.

More than sixty-nine percent (>69%, N=2,471) of those responding indicated that they have obtained flight information via computer/Internet between 0 and 99 times in the last twelve months. Ten percent (10%, N=356) indicated that they have obtained flight information via computer/Internet between 100 and 199 times. Three percent (3%, N=108) of respondents indicated that they have obtained flight information via computer/Internet between 200-299 times. More than one percent (>1%, N=51) indicated that they have obtained flight information via computer/Internet between 300-399 times in the last twelve months. Less than one percent indicated that they have obtained flight information via computer/Internet either between 400-499 times (<1%, N=6), between 500-599 times (<1%, N=22) between 600-699 times (<1%, N=2), between 700-799 times (<1%, N=1), between 800-899 times (<1%, N=2) or between 900-999 times (<1%, N=10) in the last twelve months.



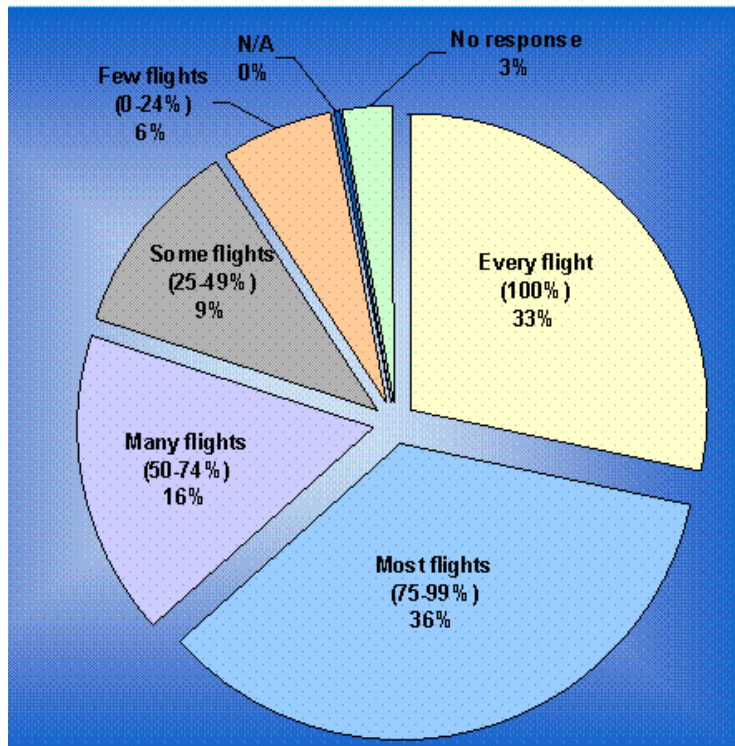
### 3.2.4 Pre-flight Weather Information and Weather Briefings

The purpose of Questions 26 through 29 was to obtain feedback from each respondent regarding their experiences obtaining pre-flight weather information and weather briefings. These questions focused on frequency, methods, FSS services and DUATS services.

Question #26 asked, “How frequently do you contact an FSS facility to obtain meteorological information?” The total number of respondents to this question was 3,449 or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>12</sup> (See Figure 3-24.) More than twenty-eight percent (>28%, N=1,008) indicated that they contact an FSS facility to obtain meteorological information 100% of the time. Less than thirty-five percent (<35%, N=1,236) indicated that they contact an FSS facility to obtain meteorological information between 75-99% of the time. More than sixteen percent (>16%, N=597) indicated that they contact an FSS facility to obtain meteorological information between 50-74% of the time. More than ten percent (>10%, N=383) of those who responded indicated that they contact an FSS facility to obtain meteorological information between 25-49% of the time, and more than six percent (>6%, N=219) indicated that they contact an FSS facility to obtain meteorological information between 1-24% of the time. Less than one percent (<1%, N=6) indicated that this question was not applicable, and nearly three percent (<3%, N=101) did not respond to this question.

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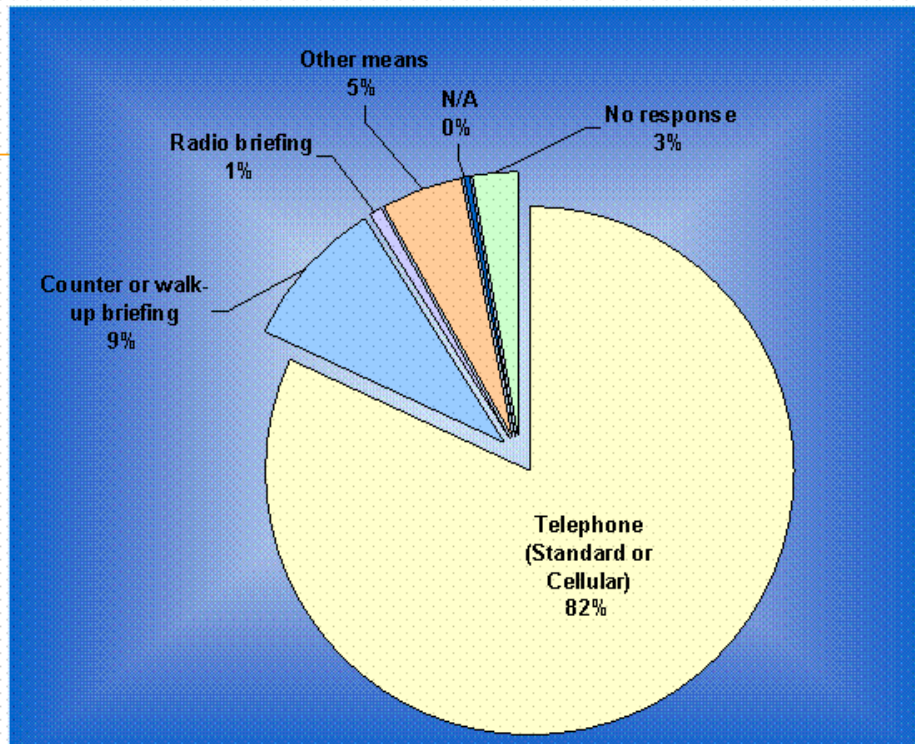
<sup>12</sup> Question #26 was an experience dependent question. This question was only presented to respondents who indicated that they obtain weather information via Flight Service Stations in Question #9. The total number of respondents who indicated that they obtain weather information from FSS was 3,451.



**Figure 3-24. Frequency of Obtaining Meteorological Information from FSS**

Question #27 asked, “Which of the following is your preferred method of obtaining a weather briefing?” The total number of respondents to this question was 3,449 or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>13</sup> (See Figure 3-25.) Eighty-two percent (82%, N=2,911) of those responding indicated that they prefer to obtain a weather briefing via telephone (standard or cellular). Slightly more than nine percent (>9%, N=326) indicated that their preferred method of obtaining a weather briefing is a counter or “walk-up” briefing. Less than one percent (<1%, N=30) of respondents indicated that they prefer to obtain a weather briefing by radio, and five percent (5%, N=176) indicated that they prefer to obtain a weather briefing by “Other” means. Less than one percent (<1%, N=6) indicated that this question was not applicable, and less than three percent (<3%, N=101) did not respond to this question.

<sup>13</sup> Question #27 was an experience dependent question. This question was only presented to respondents who indicated that they obtain weather information via Flight Service Stations in Question #9. The total number of respondents who indicated that they obtain weather information from FSS was 3,451.

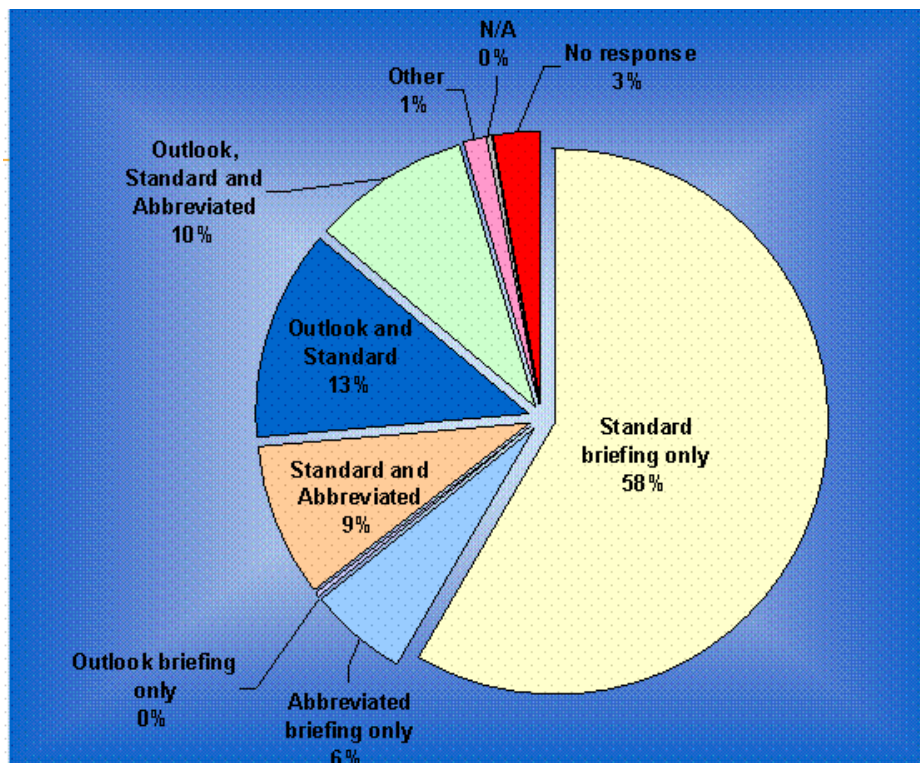


**Figure 3-25. Preferred Method of Obtaining a Weather Briefing**

Question #28 asked, “When requesting a pre-flight weather briefing from an FSS facility, which do you most often request?” The total number of respondents to this question was 3,449 or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>14</sup> (See Figure 3-26.) More than fifty-eight percent (>58%, N=2,069) of those responding indicated that they most often request a Standard Briefing only. Less than six percent (<6%, N=208) indicated that they most often request an Abbreviated Briefing only from FSS. Less than one percent (<1%, N=14) of respondents indicated that they most often request an Outlook Briefing only. Nine percent (9%, N=318) of respondents indicated that they most often request a Standard Briefing, followed by an Abbreviated Briefing. More than twelve percent (>12%, N=444) indicated that they most often request an Outlook Briefing followed by a Standard Briefing. Nearly ten percent

<sup>14</sup> Question #28 was an experience dependent question. This question was only presented to respondents who indicated that they obtain weather information via Flight Service Stations in Question #9. The total number of respondents who indicated that they obtain weather information from FSS was 3,451.

(<10%, N=344) of those responding indicated that they most often request an Outlook Briefing, Standard Briefing, and Abbreviated Briefing. Less than two percent (<2%, N=48) indicated that they most often request “Other” from FSS. Less than one percent (<1%, N=4) of respondents indicated that this question was not applicable, and less than three percent (<3%, N=101) did not respond to this question.

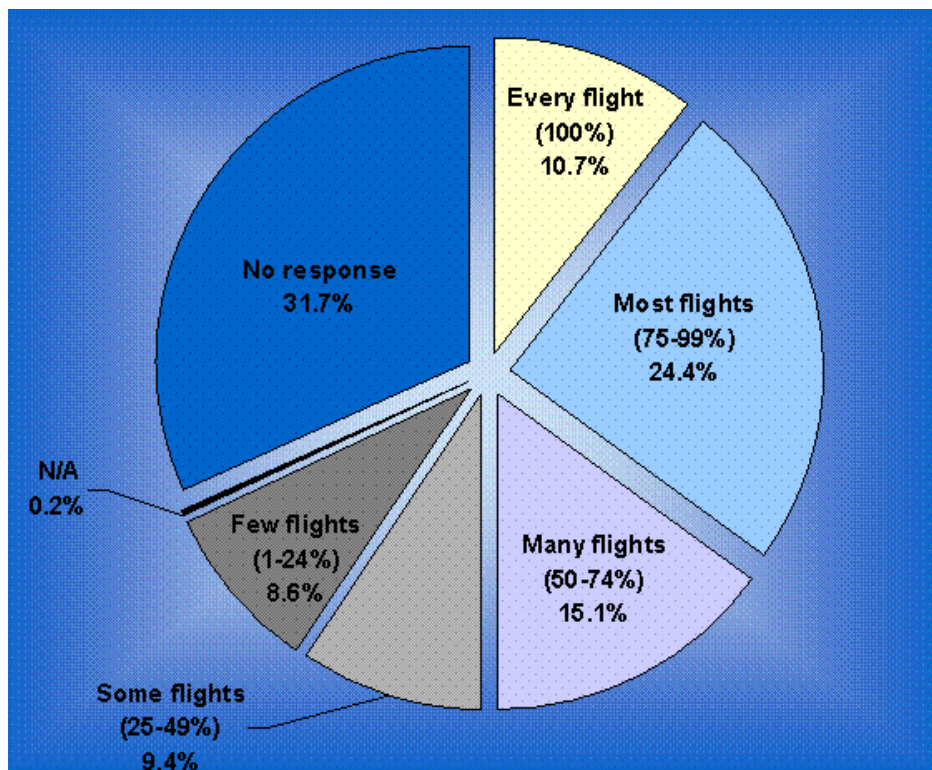


**Figure 3-26. Types of Weather Briefings Most Often Requested from FSS**

Question #29 asked, “How frequently do you use DUATS to obtain meteorological information?” The total number of respondents to this question was 2,426 or approximately sixty-eight percent (~68%) of the total number of survey respondents (N=3,550).<sup>15</sup> (See

<sup>15</sup> Question #29 was an experience dependent question. This question was only presented to respondents who indicated that they obtain weather information via DUATS in Question #9. The total number of respondents who indicated that they obtain weather information from DUATS was 2,427.

Figure 3-27.) More than ten percent (>10%, N=379) indicated that they use DUATS to obtain meteorological information 100% of the time. More than twenty-four percent (>24%, N=865) indicated that they use DUATS to obtain meteorological information between 75-99% of the time. More than fifteen percent (>15%, N=535) indicated that they use DUATS to obtain meteorological information between 50-74% of the time. Less than ten percent (<10%, N=334) of those who responded indicated that they use DUATS to obtain meteorological information between 25-49% of the time, and more than eight percent (>8%, N=307) indicated that they use DUATS to obtain meteorological information between 1-24% of the time. Less than one percent (<1%, N=6) indicated that this question was not applicable, and nearly thirty-two percent (<32%, N=1,124) did not respond to this question.



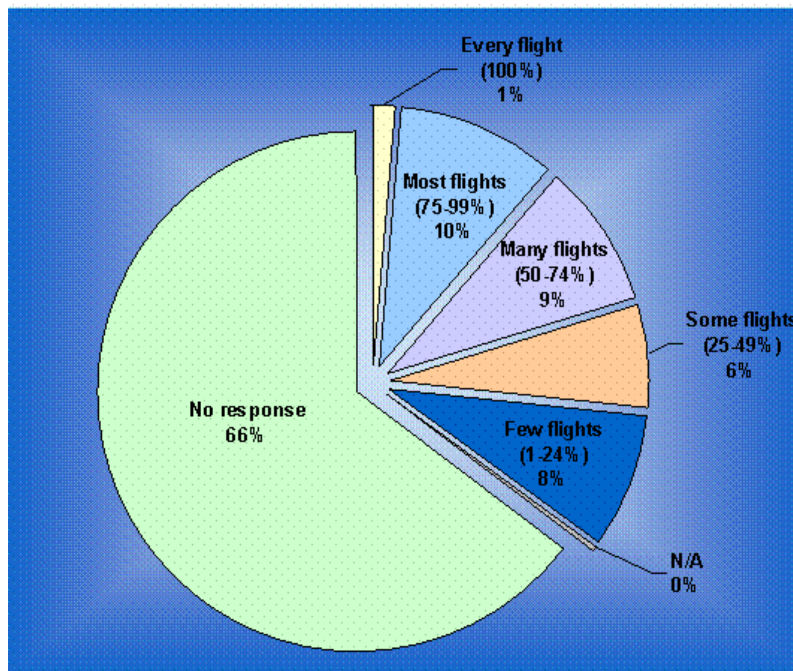
**Figure 3-27. Frequency of Obtaining Meteorological Information from DUATS**

### 3.2.5 Flight Plans

The purpose of Questions 30 through 32 was to obtain feedback from each respondent regarding their experiences filing flight plans. These questions focused on frequency, methods, FSS services and DUATS services.



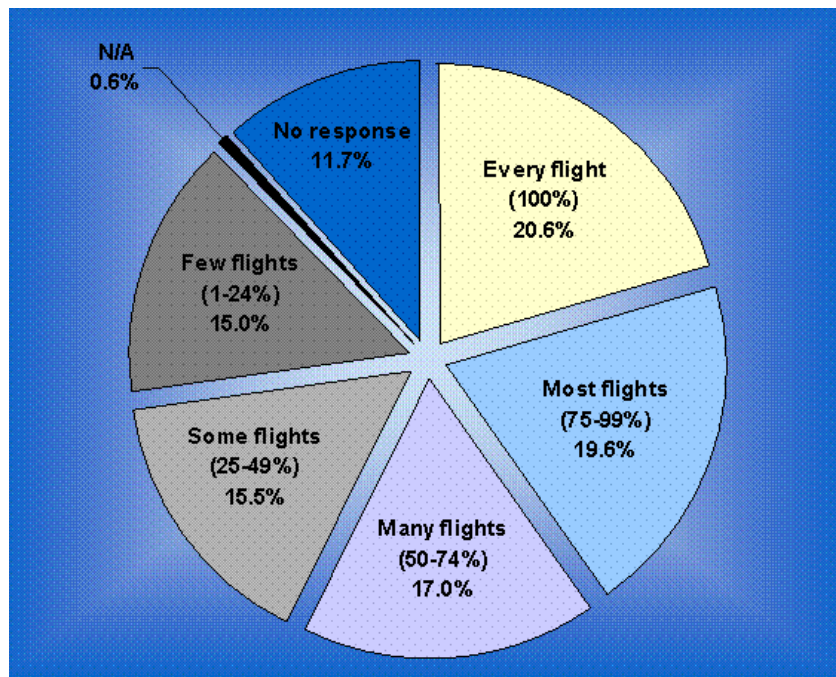
Question #30 asked, “How frequently do you use DUATS to file a flight plan?” The total number of respondents to this question was 1,257 or approximately thirty-five percent (~35%) of the total number of survey respondents (N=3,550).<sup>16</sup> Less than two percent (<2%, N=45) indicated that they use DUATS to file a flight plan 100% of the time. Ten percent (10%, N=356) indicated that they use DUATS to file a flight plan between 75-99% of the time. Nearly nine percent (<9%, N=316) indicated that they use DUATS to file a flight plan between 50-74% of the time. Less than seven percent (<7%, N=229) of those who responded indicated that they use DUATS to file a flight plan between 25-49% of the time, and more than eight percent (>8%, N=294) indicated that they use DUATS to file a flight plan between 1-24% of the time. Less than one percent (<1%, N=17) indicated that this question was not applicable, and nearly sixty-five percent (<65%, N=2,293) did not respond to this question. (See Figure 3-28.)



**Figure 3-28. Frequency of Using DUATS to File a Flight Plan**

<sup>16</sup> Question #30 was an experience dependent question. This question was only presented to respondents who indicated that they file flight plans via DUATS and FSS or via DUATS only on Question #11. The total numbers of respondents who indicated that they file flight plans via these services were 1,200 and 57, respectively.

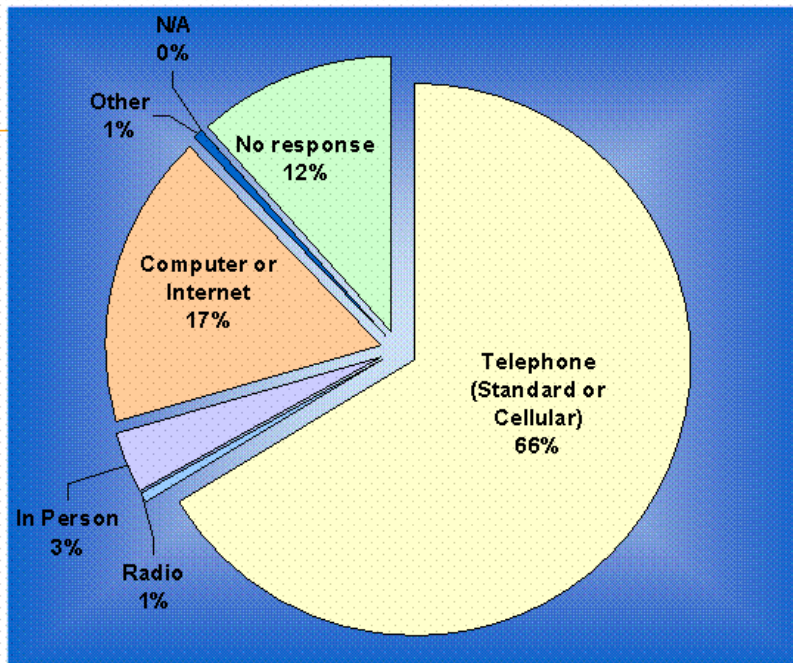
Question #31 asked, “How frequently do you contact an FSS facility to file a flight plan?” The total number of respondents to this question was 3,133 or approximately eighty-eight percent (~88%) of the total number of survey respondents (N=3,550).<sup>17</sup> (See Figure 3-29.) Nearly twenty-one percent (<21%, N=732) indicated that they contact an FSS facility to file a flight plan 100% of the time. Nearly twenty percent (<20%, N=697) indicated that they contact an FSS facility to file a flight plan between 75-99% of the time. Seventeen percent (17%, N=603) indicated that they contact an FSS facility to file a flight plan between 50-74% of the time. More than fifteen percent (>15%, N=550) of those who responded indicated that they contact an FSS facility to file a flight plan between 25-49% of the time, and fifteen percent (15%, N=531) indicated that they contact an FSS facility to file a flight plan between 1-24% of the time. Less than one percent (<1%, N=20) indicated that this question was not applicable, and less than twelve percent (<12%, N=417) did not respond to this question.



**Figure 3-29. Frequency of Using FSS to File a Flight Plan**

<sup>17</sup> Question #31 was an experience dependent question. This question was only presented to respondents who indicated that they file flight plans via DUATS and FSS or via FSS only on Question #11. The total numbers of respondents who indicated that they file flight plans via these services were 1,200 and 1,933, respectively.

Question #32 asked, “Which of the following is your preferred method for filing a flight plan?” The total number of respondents to this question was 3,133 or approximately eighty-eight percent (~88%) of the total number of survey respondents (N=3,550).<sup>18</sup> (See Figure 3-30.) More than sixty-six percent (>66%, N=2,359) of those responding indicated that they prefer to file a flight plan via telephone (standard or cellular). Less than one percent (<1%, N=22) of respondents indicated that their preferred method of filing flight plan is via radio. More than three percent (>3%, N=122) of those responding indicated that they prefer to file a flight plan in person. Slightly more than seventeen percent (>17%, N=609) indicated that their preferred method of filing a flight plan is via computer/Internet. Less than one percent (<1%, N=19) indicated that they prefer to file a flight plan by “Other” means. Less than one percent (<1%, N=2) indicated that this question was not applicable, and more than eleven percent (>11%, N=417) did not respond to this question.



**Figure 3-30. Preferred Method for Filing a Flight Plan**

<sup>18</sup> Question #32 was an experience dependent question. This question was only presented to respondents who indicated that they file flight plans via DUATS and FSS or via FSS only on Question #11. The total numbers of respondents who indicated that they file flight plans via these services were 1,200 and 1,933 respectively. Respondents who selected DUATS only on Question #11 were excluded, as there is only one method available (computer/Internet) when filing a flight plan via DUATS.



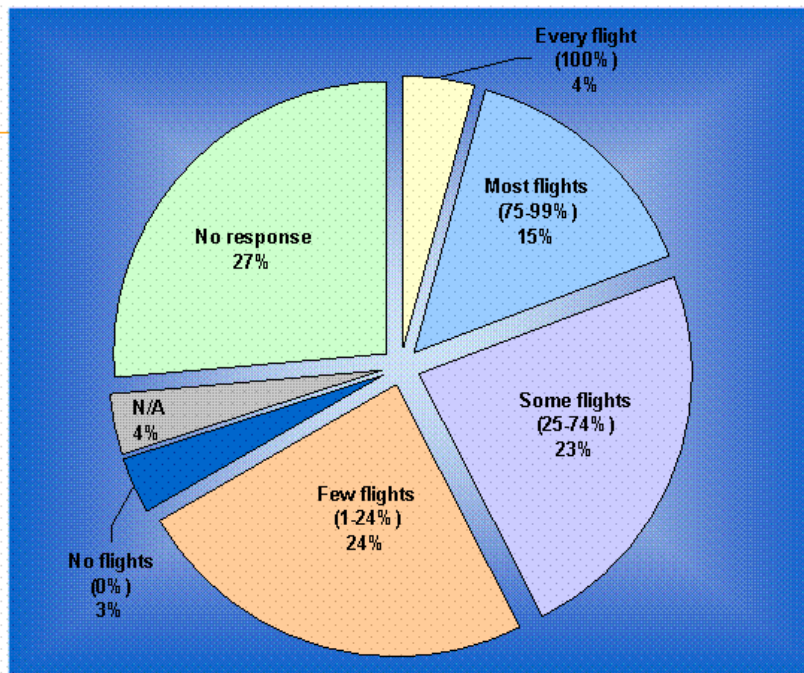
### 3.2.6 In-flight Services

The purpose of Questions 33 through 35 was to obtain feedback from each respondent regarding their experiences with in-flight services. These questions focused on FSS-specific services, including EFAS/Flight Watch, In-flight Radio, and Meteorological Information for Aircraft in Flight (VOLMET ICAO).

Question #33 asked, “How often do you contact EFAS or Flight Watch as opposed to In-flight radio?” The total number of respondents to this question was 2,617 or approximately seventy four percent (~74%) of the total number of survey respondents (N=3,550).<sup>19</sup> (See Figure 3-31.) Slightly more than four percent (>4%, N=144) indicated that they contact EFAS/Flight Watch as opposed to In-flight radio 100% of the time. Fifteen percent (15%, N=533) indicated that they contact EFAS/Flight Watch as opposed to In-flight radio between 75-99% of the time. More than twenty-three percent (>23%, N=832) indicated that they contact an FSS facility to file a flight plan EFAS/Flight Watch as opposed to In-flight radio between 25-74% of the time. More than twenty-four percent (>24%, N=857) of those who responded indicated that they contact EFAS/Flight Watch as opposed to In-flight radio between 1-24% of the time, and more than three percent (>3%, N=121) indicated that they do not contact EFAS/Flight Watch as opposed to In-flight radio (0% of the time). Nearly four percent (<4%, N=130) indicated that this question was not applicable, and more than twenty-six percent (>26%, N=933) did not respond to this question.

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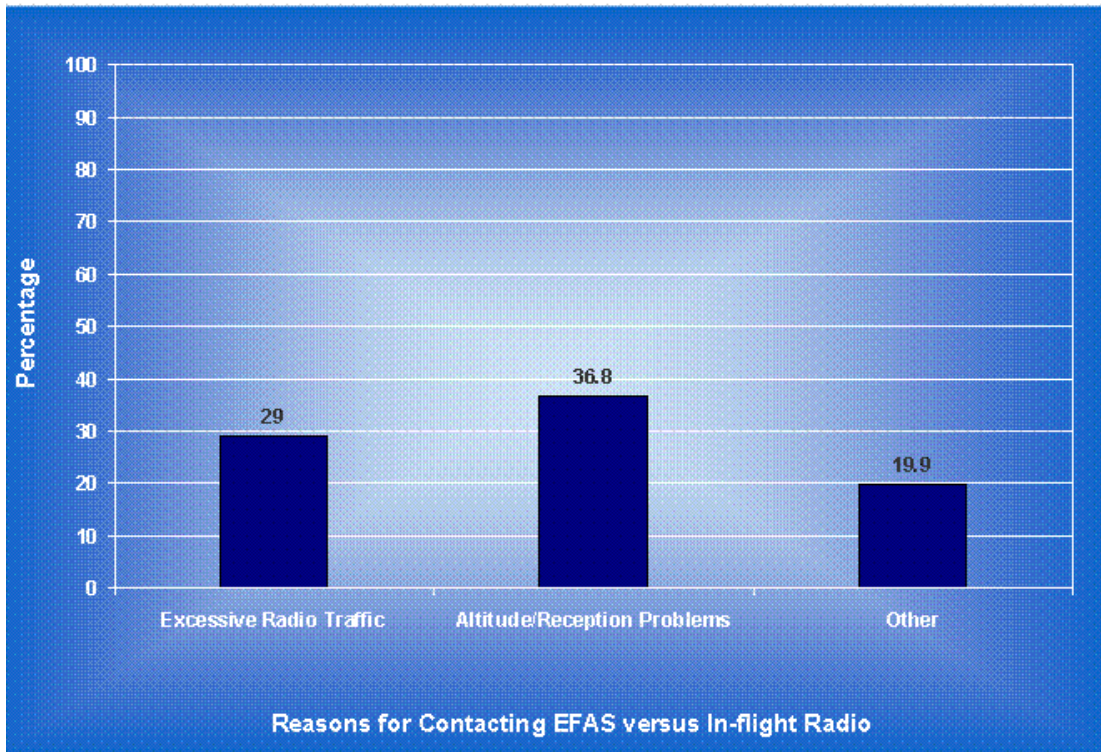
<sup>19</sup> Question #33 was an experience dependent question. This question was only presented to respondents who indicated that they use EFAS/Flight Watch Services on Question #14. The total number of respondents who indicated that they use this service was 2,617.



**Figure 3-31. Frequency of EFAS/Flight Watch Use versus In-flight Radio Use**

Question #34 asked, “Which of the following are reasons why you would contact EFAS or Flight Watch as opposed to In-flight radio?” The total number of respondents to this question was 2,617 or approximately seventy four percent (~74%) of the total number of survey respondents (N=3,550).<sup>20</sup> (See Figure 3-32.) Twenty-nine percent (29%, N=1,030) of those that responded cited unavailability of In-flight radio because of excessive radio traffic. Nearly thirty-seven percent (<37%, N=1,307) cited the inability to raise In-flight radio because of altitude or reception problems as a reason they would contact EFAS/Flight Watch as opposed to In-flight radio. Nearly twenty percent (<20%, N=705) indicated that they would contact EFAS/Flight Watch versus In-flight radio due to some other reason.

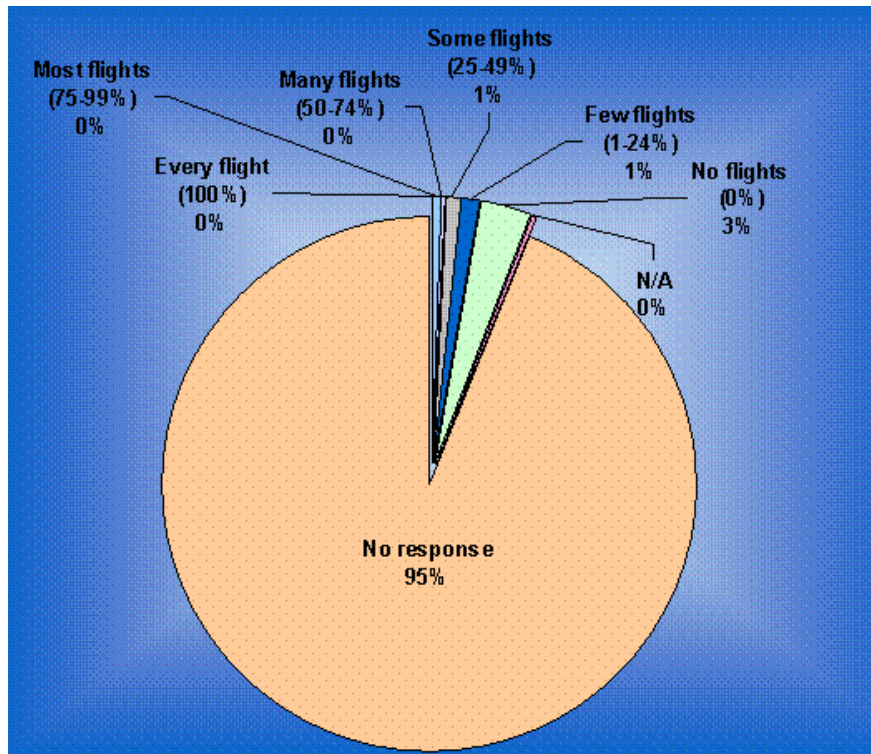
<sup>20</sup> Question #34 was an experience dependent question. This question was only presented to respondents who indicated that they use EFAS/Flight Watch Services on Question #14. The total number of respondents who indicated that they use this service was 2,617.



**Figure 3-32. Reasons for Contacting EFAS/Flight Watch versus In-flight Radio**

Question #35 asked, “How frequently do you use the Meteorological Information for Aircraft in Flight (VOLMET ICAO)?” The total number of respondents to this question was 221 or approximately six percent (~6%) of the total number of survey respondents (N=3,550).<sup>21</sup> (See Figure 3-33.) Less than one percent of those responding indicated that they use VOLMET ICAO 100% of the time (<1%, N=4), between 75-99% of the time (<1%, N=12), between 50-74% of the time (<1%, N=13) or between 25-49% of the time (<1%, N=27). Slightly more than one percent (>1%, N=41) of respondents indicated that they use VOLMET ICAO between 1-24% of the time, and three percent (3%, N=108) indicated that they do not use VOLMET ICAO (0% of the time). Less than one percent (<1%, N=16) of those responding indicated that this question was not applicable, and nearly ninety-four percent (<94%, N=3,329) did not respond to this question.

<sup>21</sup> Question #35 was an experience dependent question. This question was only presented to respondents who indicated that they fly internationally on Question #5.



**Figure 3-33. Frequency of VOLMET ICAO Use**

### 3.2.7 Automated or Internet-based Services

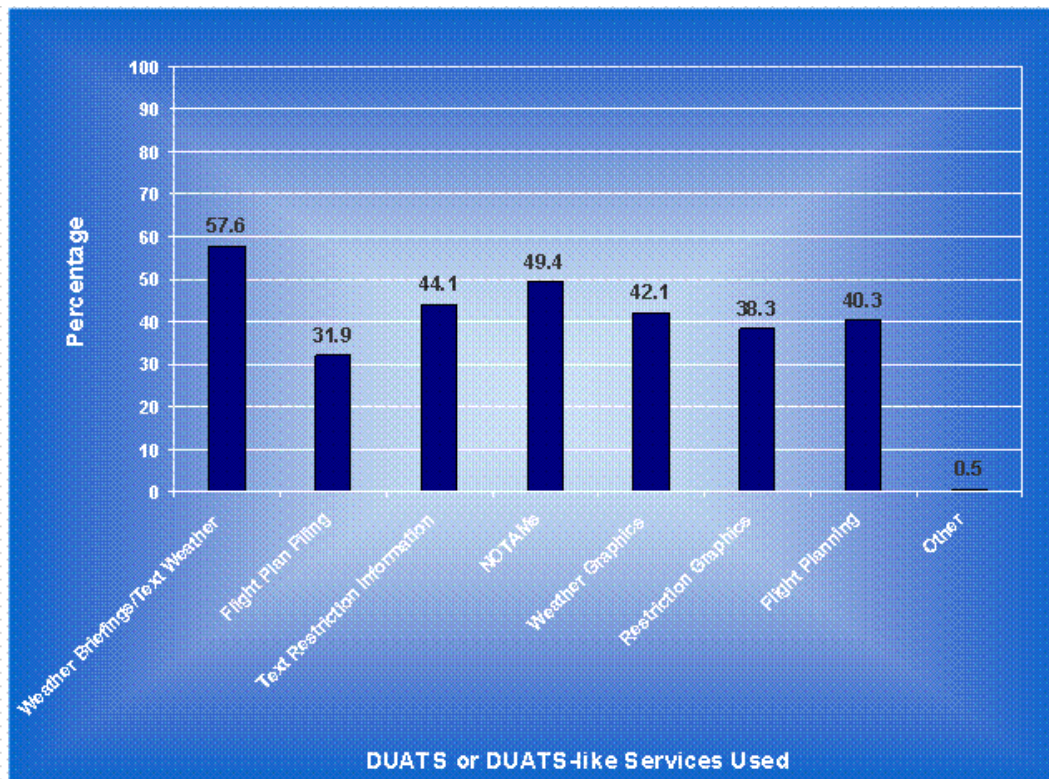
The purpose of Questions 36 through 39 was to obtain feedback from each respondent regarding their experiences with automated or Internet-based services. These questions focused on DUATS-specific services.

Question #36 asked, “Which of the following DUATS (or DUATS-like) services do you use?” The total number of respondents to this question was 2,174 or approximately sixty-one percent (~61%) of the total number of survey respondents (N=3,550).<sup>22</sup> (See Figure 3-34.) Nearly fifty-eight percent (<58%, N=2,046) of respondents indicated that they use Weather Briefings or Textual Weather Information services. Nearly thirty-two percent

<sup>22</sup> Question #36 was an experience dependent question. This question was only presented to respondents who indicated that they use DUATS for flight planning on Question #12.



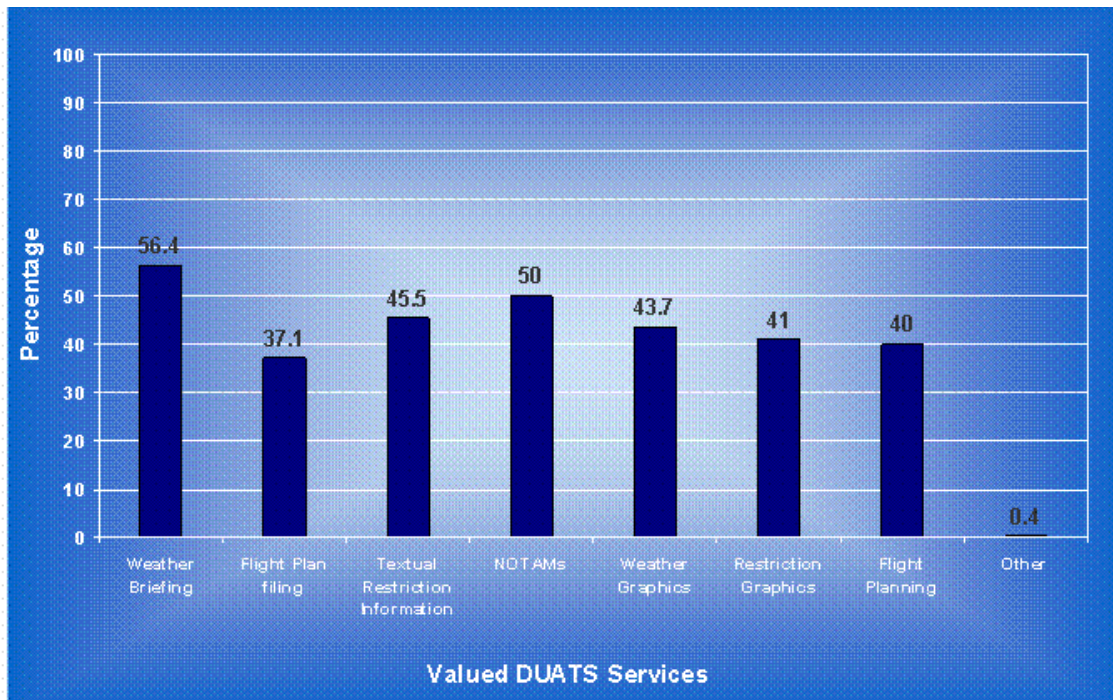
(<32%, N=1,133) of those responding indicated that they use Flight Plan (Filing, Modification, or Closing) services. Approximately forty-four percent (~44%, N=1,566) of respondents indicated that they use Temporary Flight Restriction (TFR) or General Flight Restriction Information services, and more than forty-nine percent (>49%, N=1,752) indicated that they use Notices to Airmen (NOTAM) services. More than forty-two percent (>42%, N=1,496) indicated that they use Weather Graphics services, and more than thirty-eight percent (>38%, N=1,360) indicated that they use TFR and General Flight Restriction Graphics services. Over forty percent (>40%, N=1,432) of those responding indicated that they use Flight Planning services. Less than one percent (<1%, N=16) indicated that they use “Other” DUATS or DUATS-like services.



**Figure 3-34. DUATS or DUATS-like Services Used**

Question #37 asked, “Which DUATS services are valuable to you?” The total number of respondents to this question was 2,174 or approximately sixty-one percent (~61%) of the

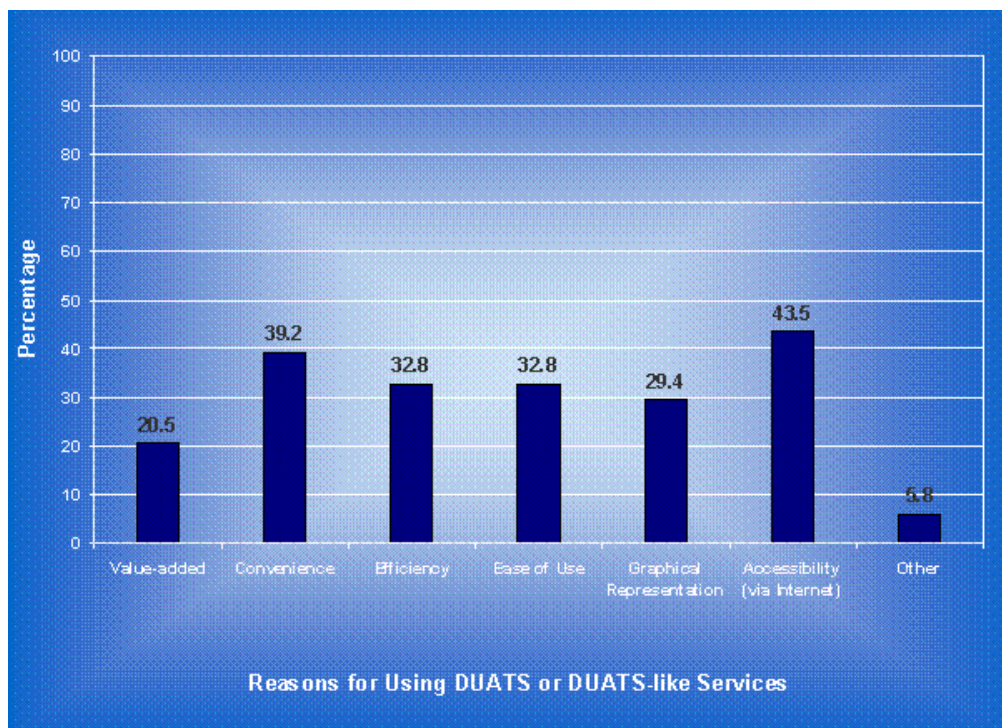
total number of survey respondents (N=3,550).<sup>23</sup> (See Figure 3-35.) Over fifty-six percent (>56%, N=2,001) of respondents indicated that Weather Briefings/Textual Weather Information services are valuable. More than thirty-seven percent (>37%, N=1,316) of those responding indicated that Flight Plan (Filing/Modification/Closing) services are valuable. Approximately forty-six percent (~46%, N=1,614) of respondents indicated that Temporary Flight Restriction (TFR) or General Flight Restriction Information services are valuable, and fifty percent (50%, N=1,775) indicated that Notices to Airmen (NOTAM) services are valuable. Nearly forty-four percent (<44%, N=1,552) indicated that Weather Graphics services are valuable, while forty-one percent (41%, N=1,454) indicated that TFR and General Flight Restriction Graphics services are valuable. Forty percent (40%, N=1,421) of those responding indicated that Flight Planning services are valuable. Less than one percent (<1%, N=15) indicated that “Other” DUATS or DUATS-like services are valuable.



**Figure 3-35. Valued DUATS Services**

<sup>23</sup> Question #37 was an experience dependent question. This question was only presented to respondents who indicated that they use DUATS for flight planning on Question #12.

Question #38 asked, “Why do you use DUATS?” The total number of respondents to this question was 2,174 or approximately sixty-one percent (~61%) of the total number of survey respondents (N=3,550).<sup>24</sup> (See Figure 3-36.) Almost twenty-one percent (<21%, N=728) of those responding indicated that they use DUATS due to the availability of “extra” services. More than thirty-nine percent (>39%, N=1,390) indicated that they use DUATS because it’s convenient. Nearly thirty-three percent of respondents indicated that they use DUATS due to its efficiency (<33%, N=1,164) or ease of use (<33%, N=1,166). Less than thirty percent (<30%, N=1,045) indicated that they use DUATS because of the graphical representations available, and more than forty-three percent (>43%, N=1,543) indicated that they use DUATS because it’s accessible via the Internet. Nearly six percent (<6%, N=206) of those responding indicated that they use DUATS for some “Other” reason.

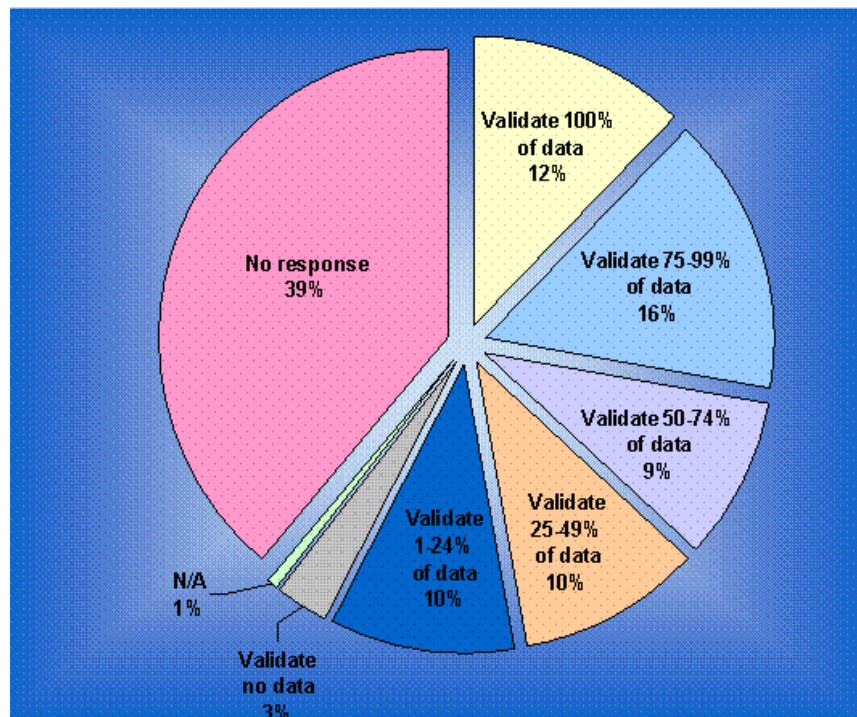


**Figure 3-36. Reasons for Using DUATS or DUATS-like Services**

<sup>24</sup> Question #38 was an experience dependent question. This question was only presented to respondents who indicated that they use DUATS for flight planning on Question #12.



Question #39 asked, “Approximately what percentage of the data that you receive from DUATS do you validate or clarify through an FSS facility?” The total number of respondents to this question was 2,174 or approximately sixty-one percent (~61%) of the total number of survey respondents (N=3,550).<sup>25</sup> (See Figure 3-37.) More than twelve percent (>12%, N=429) of respondents indicated that they validate 100% of DUATS data through FSS. Nearly sixteen percent (<16%, N=553) of those responding indicated that they validate between 75-99% of DUATS data through FSS. Approximately ten percent of respondents indicated that they validate either 50-74% of DUATS data (~10%, N=332), 25-59% of DUATS data (~10%, N=367), or 1-24% of DUATS data (~10%, N=361) through FSS. Three percent (3%, N=106) of those responding indicated that they do not validate DUATS data through FSS (0% of the time). Less than one percent (<1%, N=25) indicated that this question was not applicable, and nearly thirty-nine percent (<39%, N=1,377) did not respond to this question.



**Figure 3-37. Percentage of DUATS Data Validated Through FSS**

<sup>25</sup> Question #39 was an experience dependent question. This question was only presented to respondents who indicated that they use DUATS for flight planning on Question #12.



### 3.2.8 Quality of Information and Services

The purpose of Questions 40 through 44 was to obtain feedback from each respondent regarding his/her opinion of the quality of information and services received from Flight Service Stations as well as the overall performance of FSS facilities.

Question #40 asked, “Please select THREE ITEMS from the following list which you consider to be most important to you regarding the services you receive from Flight Service Station (FSS) facilities.” To answer this question, respondents were asked to check no more than three boxes corresponding to items, which they felt were most important. The responses were examined (as shown in Figure 3-38), and then the results were summed into “bins” corresponding to the selections provided for further analysis.

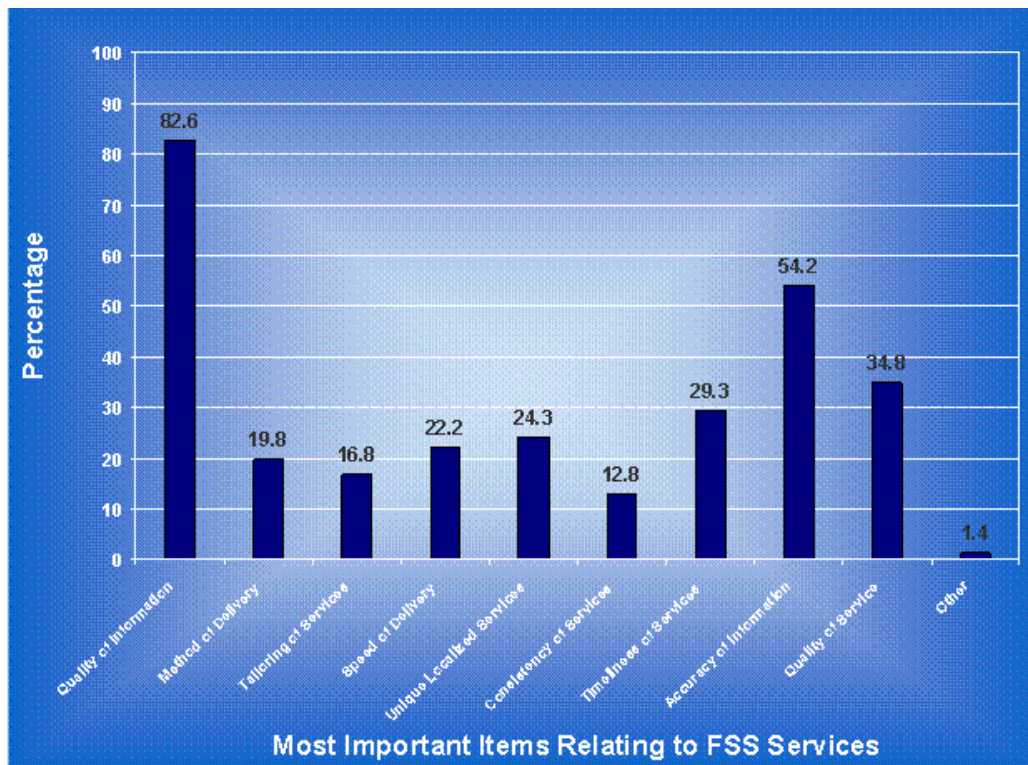
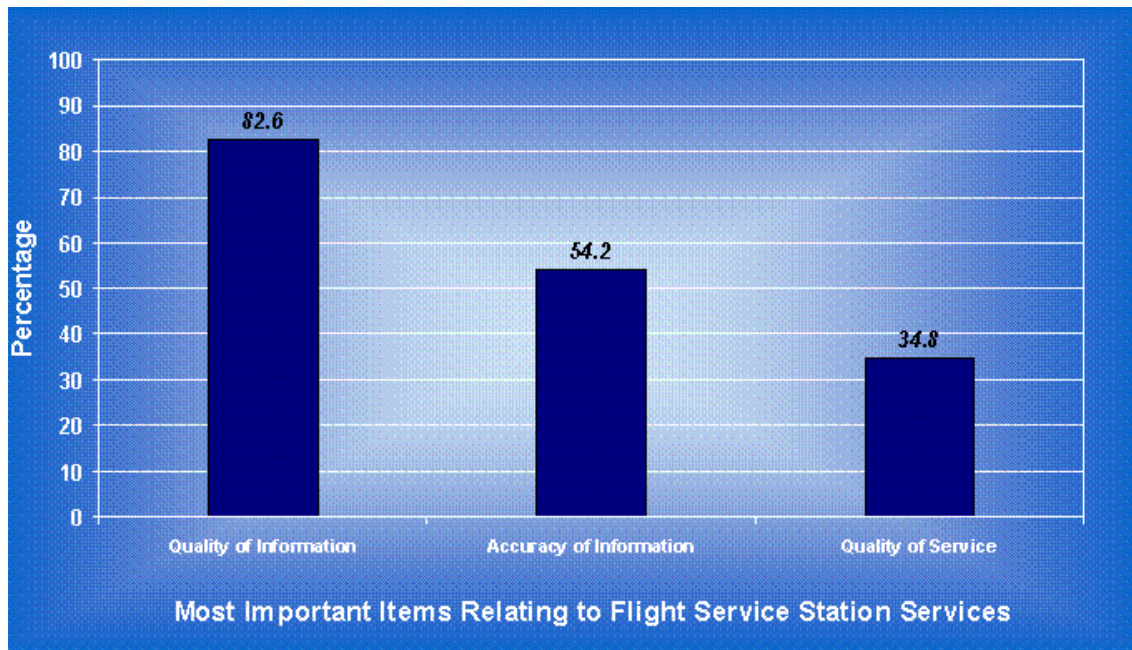


Figure 3-38. Overall Ranking of Most Important Items Relating to FSS Services

The total number of respondents to this question was 3,550. Overall, the three most popular items listed as the most important items regarding services received from FSS were: Quality of information received from FSS, or usefulness of the data (82.6%); Accuracy of

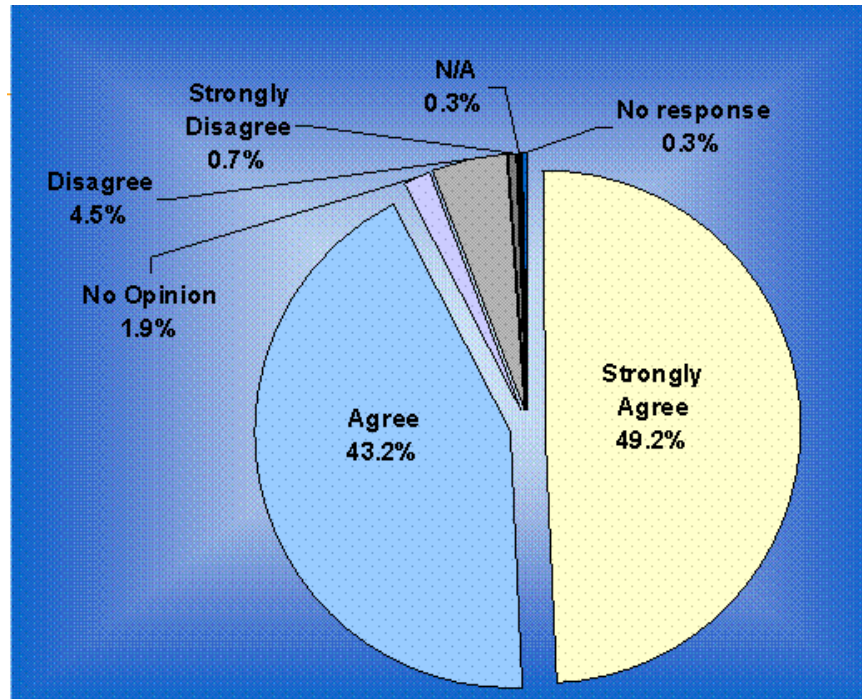
information received from FSS (54.2%) and Quality of service received from FSS, or the level of customer assistance provided (34.8%). More than eighty-two percent (>82%, N=2,933) selected Quality of Information. (See Figure 3-39.) Nearly twenty percent (<20%, N=702) selected Method of Delivery. Less than seventeen percent (<17%, N=595) selected Tailoring of Services as most important. More than twenty-two percent (>22%, N=789) of those who responded chose Speed of Delivery, while slightly more than twenty-four percent (>24%, N=863) selected Unique Localized Services. Nearly thirteen percent (<13%, N=455) chose Consistency of Services. More than half of the respondents (>54%, N=1,924) selected Timeliness of Information as the most important item regarding FSS services and less than thirty-five percent (<35%, N=1,234) indicated that Quality of Service was most important. Less than two percent (<2%, N=51) of those responding indicated that some “Other” item was most important.



**Figure 3-39. Three Most Popular Choices for Most Important Item Relative to FSS Services**

Question #41 asked, “Please indicate your level of agreement with the following statement: The current level of service that I receive from FSS meets my expectations.” The total number of respondents to this question was 3,550. (See Figure 3-40.) Nearly half of those responding (>49%, N=1,747) said that they Strongly Agree. Approximately forty-

three percent (~43%, N=1,532) indicated that they Agree. Less than two percent (<2%, N=68) of respondents indicated that they had No Opinion. More than four percent (>4%, N=159) indicated that they Disagree. Less than one percent of those responding indicated that they Strongly Disagree (<1%, N=24) or that the question was not applicable (<1%, N=10). Less than one percent (<1%, N=10) did not respond to this question.



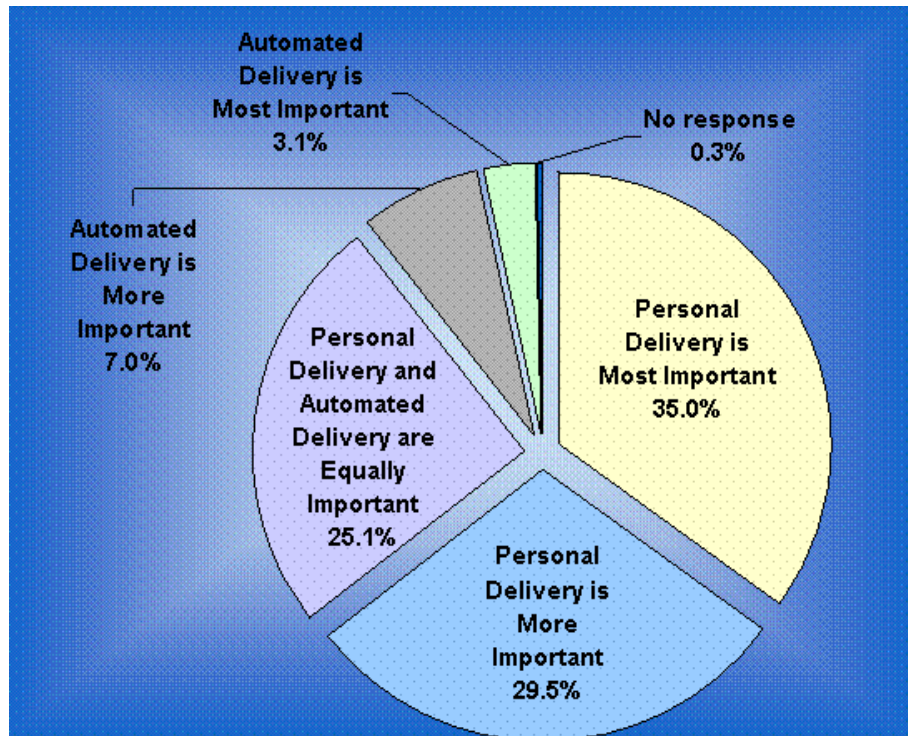
**Figure 3-40. Level of Service from FSS Meets Expectations**

Question #42 asked, “For each pair of items below, please select the bubble that corresponds to the item that you feel is more important.” The total number of respondents to this question was 3,550. For each of the pairs, less than one percent (<1%, N=10) did not respond to this question.

For the paired items of Personal Delivery versus Automated Delivery: slightly more than three percent (>3%, N=111) indicated that Automated Delivery is most important; seven percent (7%, N=249) indicated that Automated Delivery is more important; one quarter of all respondents (25%, N=892) indicated that Personal Delivery and Automated Delivery are equally important; nearly thirty percent (<30%, N=1,047) indicated that Personal Delivery is

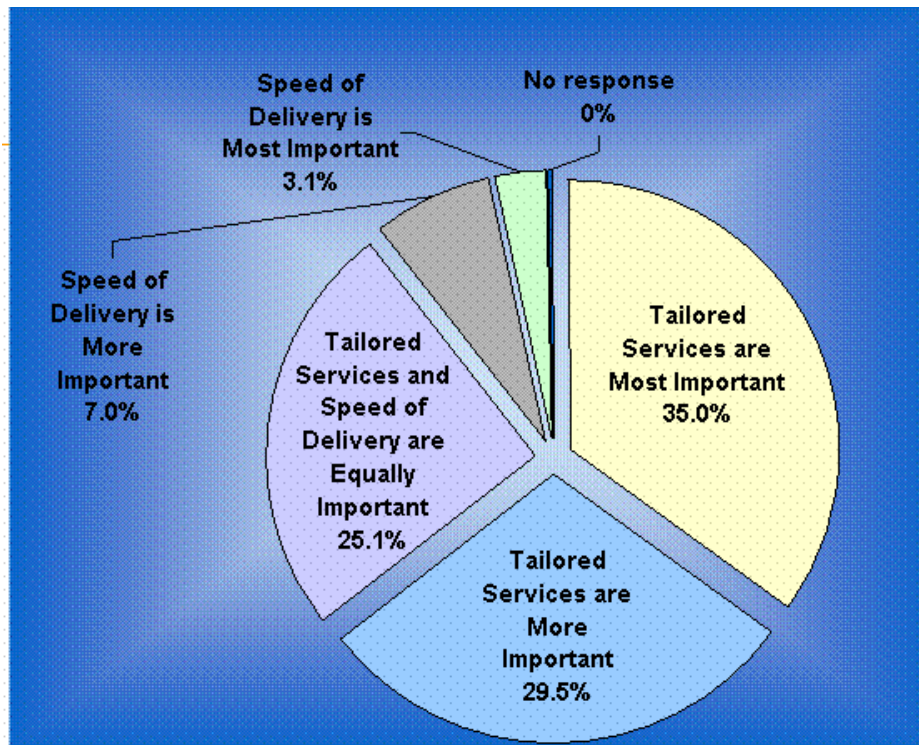


more important, and thirty-five percent (35%, N=1,241) indicated that Personal Delivery is most important. (See Figure 3-41.)



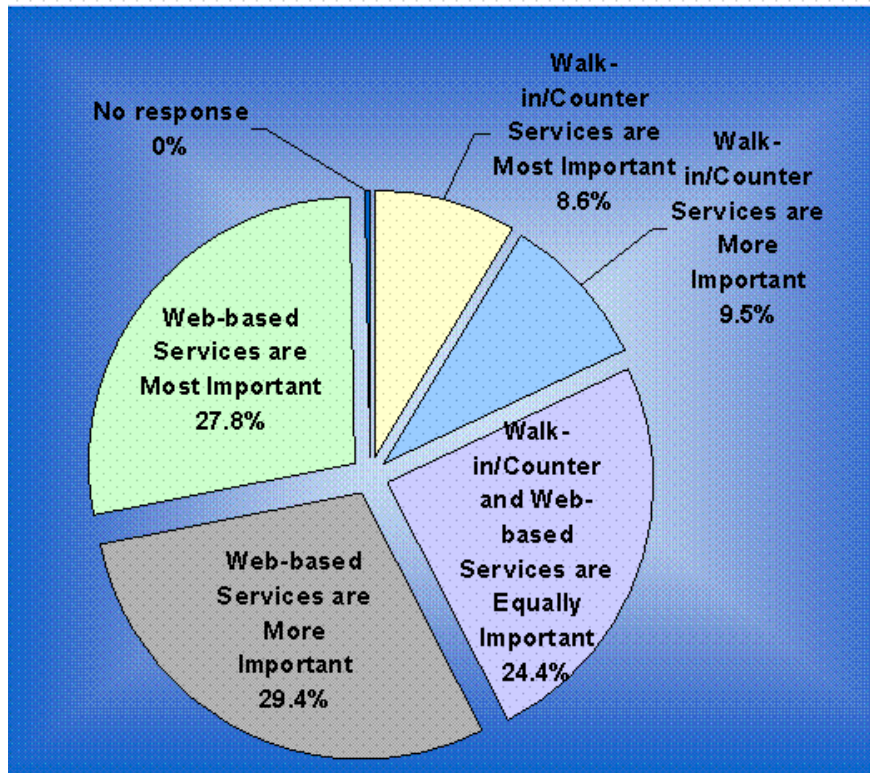
**Figure 3-41. Paired Comparison of Personal Delivery versus Automated Delivery**

For the paired items of Tailored Services versus Speed of Delivery: five percent (5%, N=177) indicated that Speed of Delivery is most important; more than fifteen percent (>15%, N=539) indicated that Speed of Delivery is more important; more than twenty-seven percent (>27%, N=980) indicated that Tailored Services and Speed of Delivery are equally important; approximately one-third of the respondents (~33%, N=1,185) indicated that Tailored Services are more important, and nearly nineteen percent (<19%, N=659) indicated that Tailored Services are most important. (See Figure 3-42.)



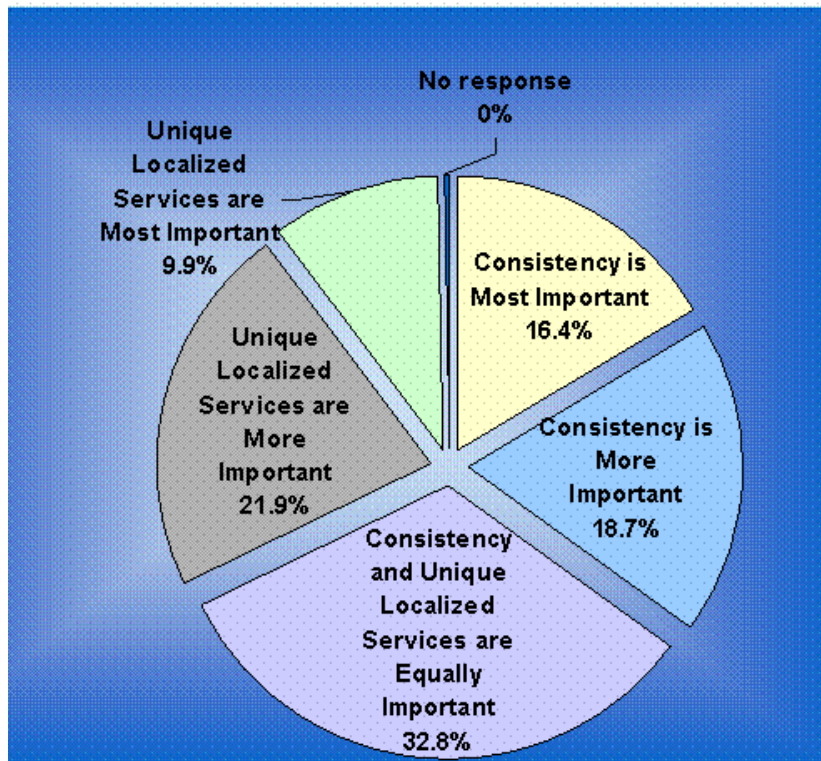
**Figure 3-42. Paired Comparison of Tailored Services versus Speed of Delivery**

For the paired items of Walk-in/Counter Services versus Web-based Services: nearly twenty-eight percent (<28%, N=986) indicated that Web-based Services are most important; more than twenty-nine percent (>29%, N=1,043) indicated that Web-based Services are more important; nearly one quarter of all respondents (<25%, N=866) indicated that Walk-in/Counter Services and Web-based Services are equally important; nearly ten percent (<10%, N=338) indicated that Walk-in/Counter Services are more important, and more than sixteen percent (>16%, N=307) indicated that Walk-in/Counter Services are most important. (See Figure 3-43.)



**Figure 3-43. Paired Comparison of Walk-in/Counter Services versus Web-based Services**

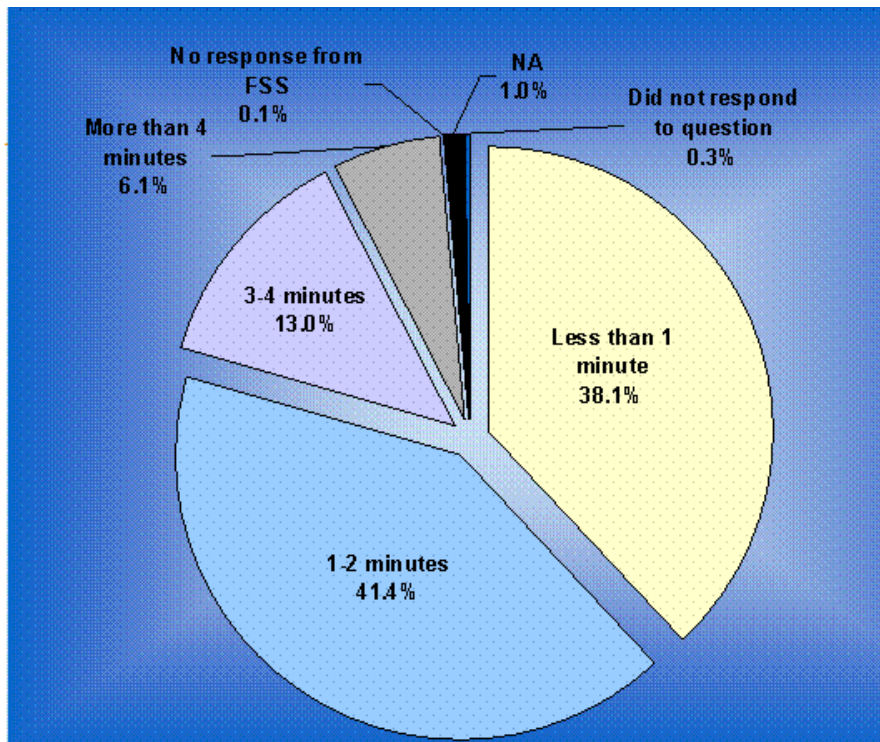
For the paired items of Consistency of Services versus Unique Localized Services: almost ten percent (<10%, N=353) indicated that Unique Localized Services are most important; less than twenty-two percent (<22%, N=778) indicated that Unique Localized Services are more important; nearly one third of all respondents (~33%, N=1,163) indicated that Consistency of Services and Unique Localized Services are equally important; more than eighteen percent (>18%, N=663) indicated that Consistency of Services is more important, and more than sixteen percent (>16%, N=583) indicated that Consistency of Services is most important. (See Figure 3-44.)



**Figure 3-44. Paired Comparison of Consistency of Services versus Unique Localized Services**

Question #43 asked, “In your last 10 non-radio interactions with FSS, what has been the typical response time that you have experienced when you first contact the facility?” The total number of respondents to this question was 3,550. (See Figure 3-45.) More than thirty-eight percent (>38%, N=1,352) of respondents indicated that they experienced a response time of less than one minute. More than forty-one percent (>41%, N=1,468) indicated that they experienced a response time of 1-2 minutes. Thirteen percent (13%, N=463) of those who responded indicated that they experienced a response time of 3-4 minutes. More than six percent (>6%, N=218) indicated that they experienced a response time of more than 4 minutes. Less than one percent (<1%, N=4) indicated that they did not receive a response from FSS. One percent (1%, N=35) indicated that this question was not applicable. Less than one percent (<1%, N=10) did not respond to this question.

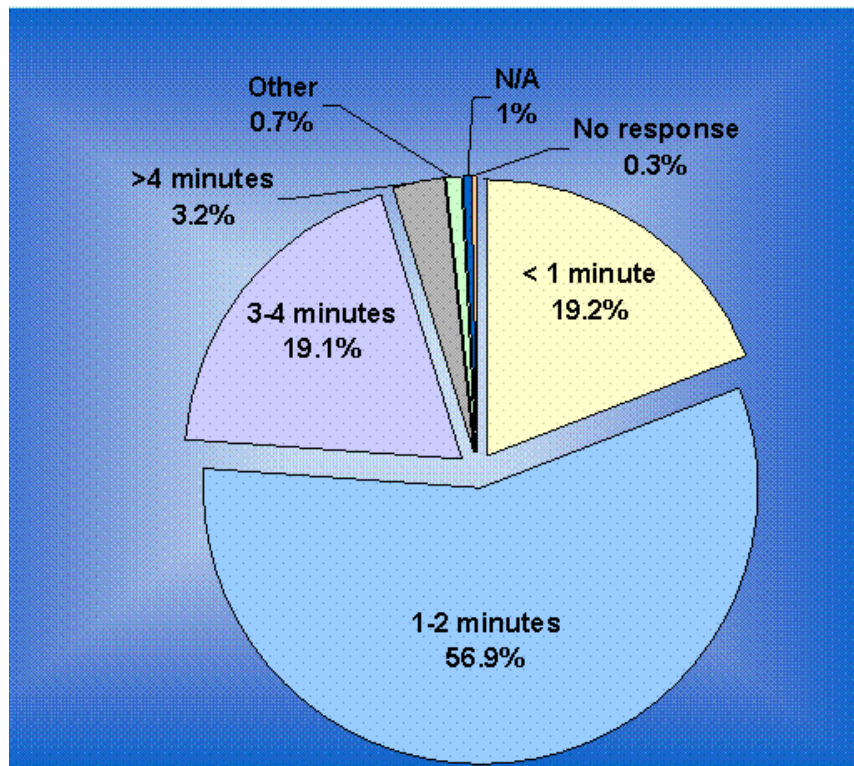




**Figure 3-45. Typical Response Time Experienced in Last Ten (10) Non-radio Interactions with FSS**

Question #44 asked, “What do you consider to be an acceptable non-radio response time when contacting an FSS facility?” The total number of respondents to this question was 3,550. (See Figure 3-46.) More than nineteen percent (>19%, N=682) of respondents indicated that a response time of less than one minute is acceptable. Nearly fifty-seven percent (<57%, N=2,020) indicated that a response time of 1-2 minutes is acceptable. Approximately nineteen percent (~19%, N=677) of those who responded indicated that a response time of 3-4 minutes is acceptable. More than three percent (>3%, N=114) indicated that a response time of more than 4 minutes is acceptable. Less than one percent (<1%, N=26) indicated that some “Other” response time is acceptable. Less than one percent (<1%, N=21) indicated that this question was not applicable and less than one percent (<1%, N=10) did not respond to this question.





**Figure 3-46. Acceptable Response Time for Non-radio Interactions with FSS**

### 3.2.9 Performance

The purpose of Questions 45 through 52 was to obtain feedback from each respondent regarding his/her opinion of the performance of general and specific services received from Flight Service Stations.

Question #45 asked, “For an average flight, please indicate what you consider to be an acceptable amount of time (duration, in minutes) to obtain a standard weather briefing from an FSS facility.” To answer this question, respondents were asked to input a numeric value into a text box corresponding to the amount of time (duration, in minutes) they consider acceptable for obtaining a standard weather briefing. The free text data were examined, and then the results were grouped into “bins” of 5 minutes for further analysis. (See Table 3-6.)

**Table 3-6. Acceptable Time to Obtain a Standard Weather Briefing from FSS**

| <b>1-5 minutes</b> | <b>6-10 minutes</b> | <b>11-15 minutes</b> | <b>16-20 minutes</b> | <b>21-50 minutes</b> | <b>&gt;50 minutes</b> | <b>No response</b> |
|--------------------|---------------------|----------------------|----------------------|----------------------|-----------------------|--------------------|
| 37.9%              | 43.7%               | 11.8%                | 1.5%                 | 1%                   | 1.5%                  | 2.7%               |

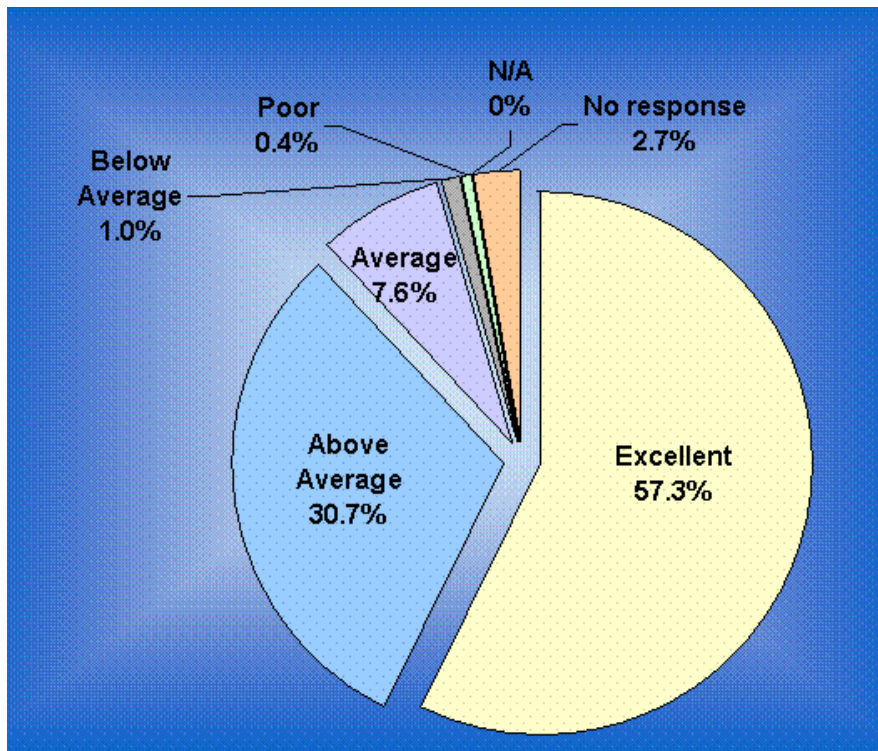
The total number of respondents were 3,456, or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>26</sup> The overall average acceptable duration to obtain a standard weather briefing for all respondents was 9.5 minutes. Nearly thirty-eight percent (<38%, N=1,344) of those responding indicated that a duration of 1 to 5 minutes was an acceptable amount of time to obtain a standard weather briefing. Almost forty-four percent (<44%, N=1,550) indicated that a duration of 6 to 10 minutes was acceptable. Less than twelve percent (<12%, N=418) indicated that 11 to 15 minutes was an acceptable duration. Less than two percent indicated that 16 to 20 minutes was acceptable (<2%, N=54) or 21 to 50 minutes was acceptable (<2%, N=35) or more than 50 minutes (<2%, N=54) was an acceptable amount of time to obtain a standard weather briefing. Less than three percent (<3%, N=95) did not respond to this question.

Question #46 asked, “How would you rate the overall performance of Weather Briefing Services?” The total number of respondents were 3,456, or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>27</sup> (See Figure 3-47.) More than half of the respondents (>57%, N=2,034) rated the performance of Weather Briefing Services as excellent. Nearly thirty-one percent (<31%, N=1,090) rated the performance of Weather Briefing Services as above average. Less than eight percent (<8%, N=271) of respondents offered a performance rating of average for Weather Briefing Services. One percent (1%, N=37) of those responding indicated the performance of Weather Briefing Services was below average. Less than one percent (<1%, N=15) of respondents provided a performance rating of poor, and less than one percent (<1%, N=8) indicated that the question was not applicable. Nearly three percent (<3%, N=95) did not respond to this question.

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<sup>26</sup> Question #45 was an experience dependent question. This question was only presented to respondents who indicated that they use Weather Briefing Services on Question #14. The total number of respondents who indicated that they use this service was 3,456.

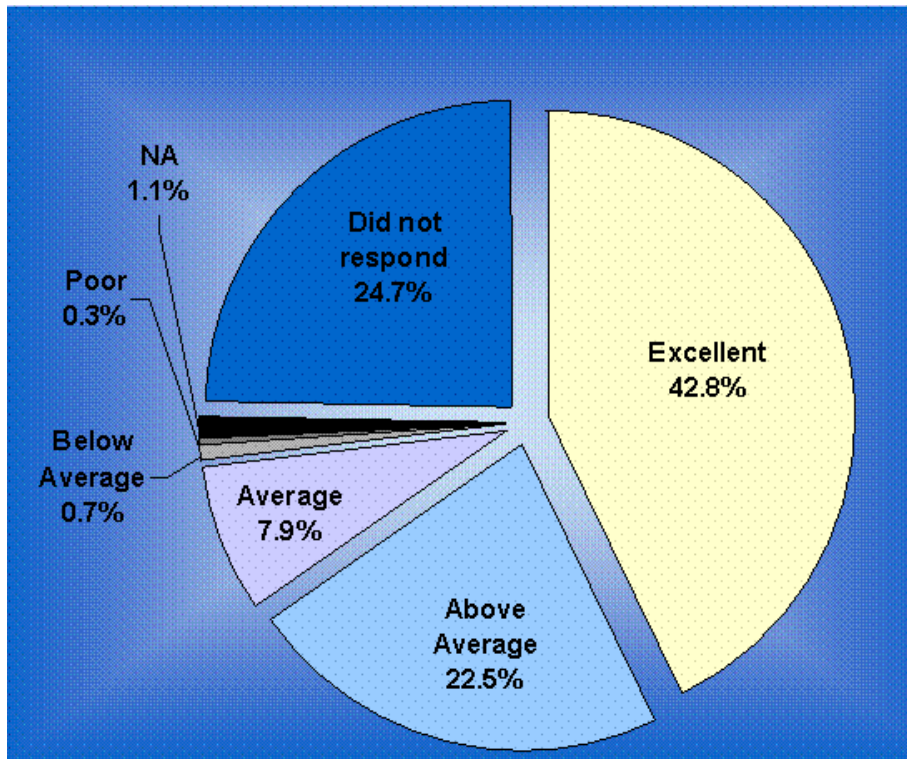
<sup>27</sup> Question #46 was an experience dependent question. This question was only presented to respondents who indicated that they use Weather Briefing Services on Question #14. The total number of respondents who indicated that they use this service was 3,456.



**Figure 3-47. Performance Rating of Weather Briefing Services**

Question #47 asked, “How would you rate the overall performance of Flight Plan Services?” The total number of respondents was 2,674, or approximately three-quarters (~75%) of the total number of survey respondents (N=3,550).<sup>28</sup> (See Figure 3-48.) More than forty-two percent (>42%, N=1,519) rated the performance of Flight Plan Services as excellent. Over twenty-two percent (>22%, N=797) rated the performance of Flight Plan Services as above average. Less than eight percent (<8%, N=282) of respondents offered a performance rating of average for Flight Plan Services. Less than one percent of those responding indicated the performance of Flight Plan Services was below average (<1%, N=25) or poor (<1%, N=11). Just over one percent (>1%, N=40) indicated that the question was not applicable. Nearly twenty-five percent (<25%, N=876) did not respond to this question.

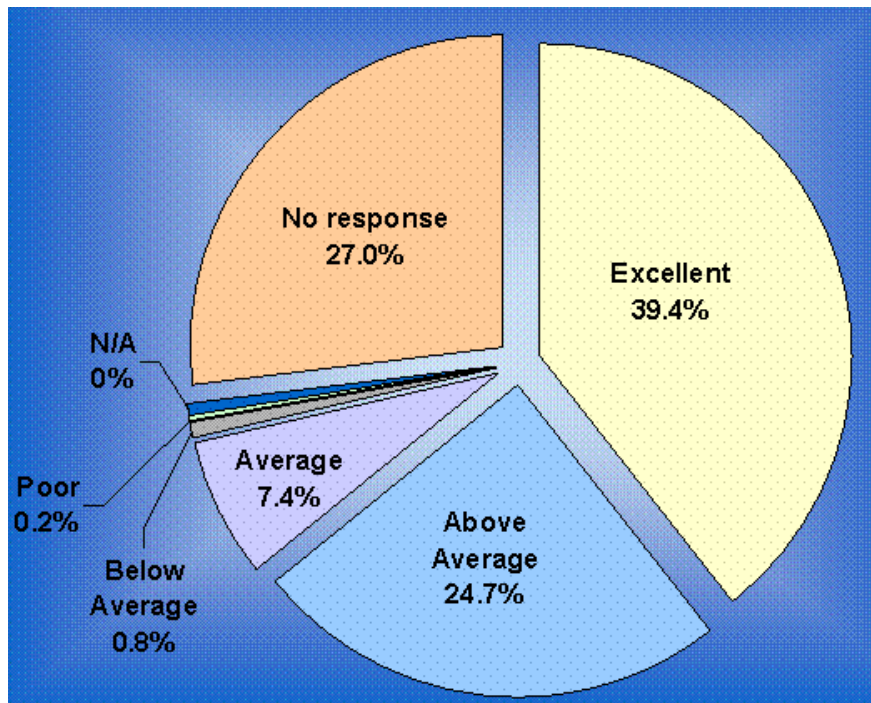
<sup>28</sup> Question #47 was an experience dependent question. This question was only presented to respondents who indicated that they use Flight Plan Services on Question #14. The total number of respondents who indicated that they use this service was 2,674.



**Figure 3-48. Performance Rating of Flight Plan Services**

Question #48 asked, “How would you rate the overall performance of In-flight Services?” The total number of respondents was 2,593, or seventy-three percent (73%) of the total number of survey respondents (N=3,550).<sup>29</sup> (See Figure 3-49.) Nearly forty percent (<40%, N=1,398) rated the performance of In-flight Services as excellent. Over twenty-four percent (>24%, N=878) rated the performance of In-flight Services as above average. Less than eight percent (<8%, N=261) of respondents offered a performance rating of average for In-flight Services. Less than one percent of those responding indicated the performance of In-flight Services was below average (<1%, N=30) or poor (<1%, N=8). Less than one percent (<1%, N=17) indicated that the question was not applicable. Twenty-seven percent (27%, N=958) did not respond to this question.

<sup>29</sup> Question #48 was an experience dependent question. This question was only presented to respondents who indicated that they use In-flight Services on Question #14. The total number of respondents who indicated that they use this service was 2,593.



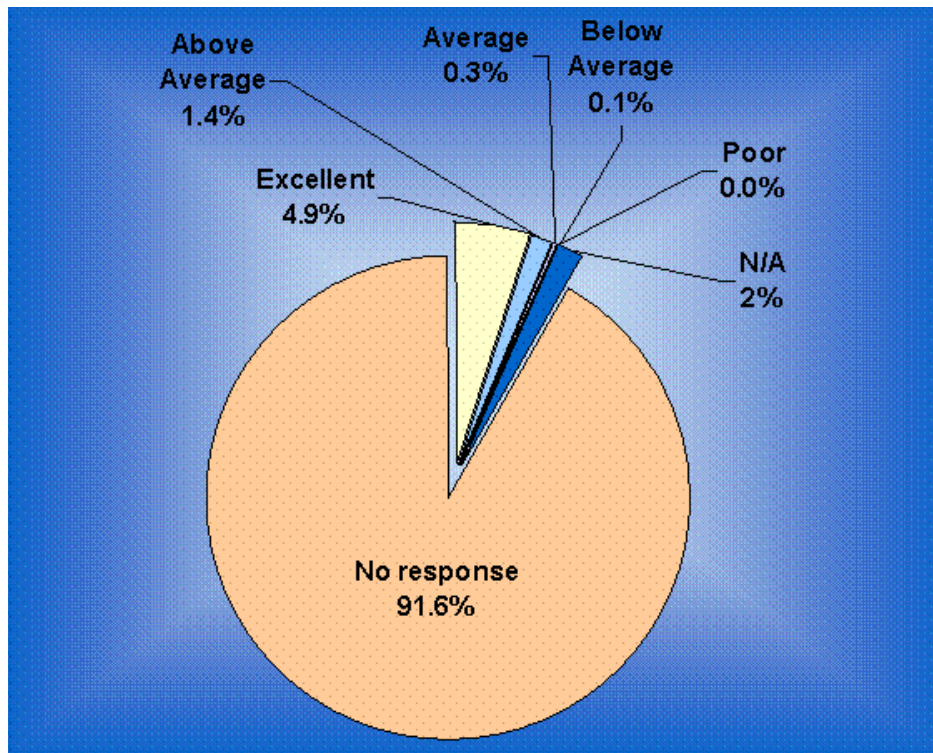
**Figure 3-49. Performance Rating of In-flight Services**

Question #49 asked, “How would you rate the overall performance of Emergency Services?” The total number of respondents was 298, or eight percent (8%) of the total number of survey respondents (N=3,550).<sup>30</sup> (See Figure 3-50.) Nearly five percent (<5%, N=174) rated the performance of Emergency Services as excellent. Over one percent (>1%, N=51) rated the performance of Emergency Services as above average. Less than one percent of respondents offered a performance rating of average (<1%, N=11) or below average (<1%, N=4). And no respondents (0%, N=0) indicated a performance rating of poor for Emergency Services. More than one percent (>1%, N=58) indicated that the question was not applicable. Nearly ninety-two percent (<92%, N=3,252) did not respond to this question.

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<sup>30</sup> Question #49 was an experience dependent question. This question was only presented to respondents who indicated that they use Emergency Services on Question #14. The total number of respondents who indicated that they use this service was 298.

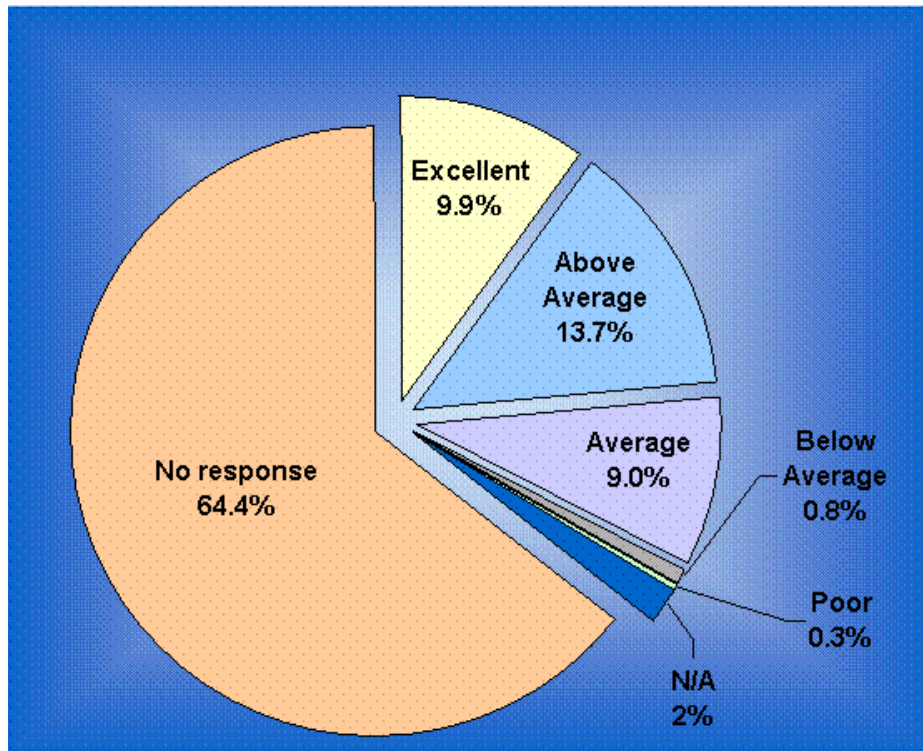




**Figure 3-50. Performance Rating of Emergency Services**

Question #50 asked, “How would you rate the overall performance of Aviation Weather and Broadcast Services?” The total number of respondents was 1,264, or approximately thirty-six percent (~36%) of the total number of survey respondents (N=3,550).<sup>31</sup> (See Figure 3-51.) Nearly ten percent (<10%, N=351) rated the performance of Aviation Weather and Broadcast Services as excellent. Over thirteen percent (>13%, N=486) rated the performance of Aviation Weather and Broadcast Services as above average. Nine percent (9%, N=318) provided a performance rating of average for Aviation Weather and Broadcast Services. Less than one percent of respondents offered a performance rating of below average (<1%, N=30) or poor (<1%, N=11). Nearly two percent (>1%, N=68) indicated that the question was not applicable. More than sixty-four percent (>64%, N=2,286) did not respond to this question.

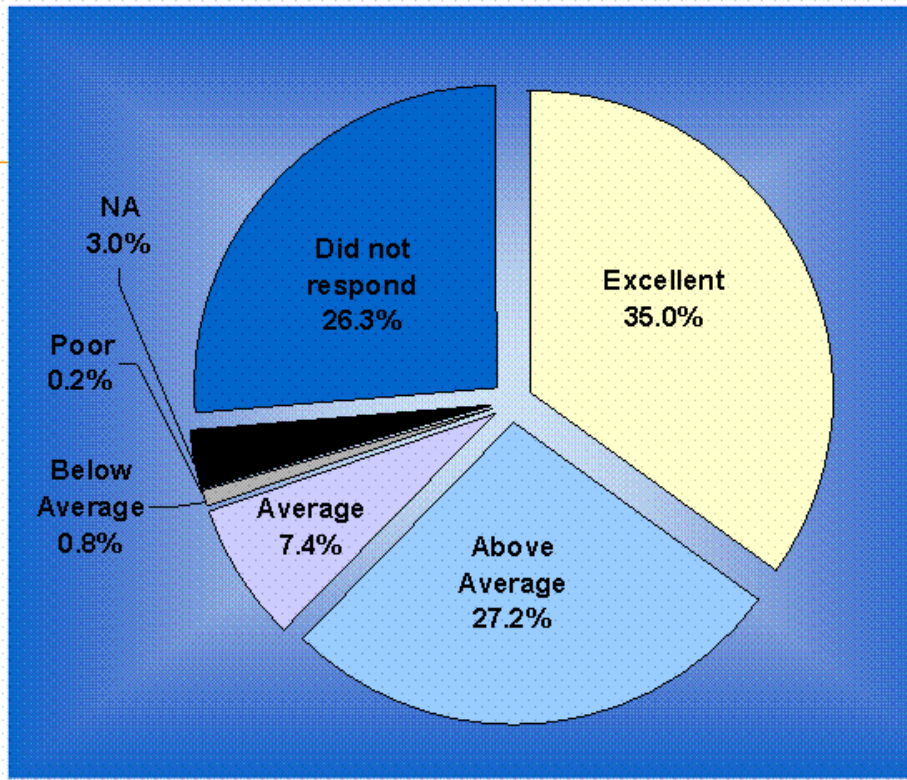
<sup>31</sup> Question #50 was an experience dependent question. This question was only presented to respondents who indicated that they use Aviation Weather and Broadcast Services on Question #14. The total number of respondents who indicated that they use this service was 1,264.



**Figure 3-51. Performance Rating of Aviation Weather and Information Broadcast Services**

Question #51 asked, “How would you rate the overall performance of EFAS or Flight Watch Services?” The total number of respondents was 2,616, or nearly seventy-four percent (~74%) of the total number of survey respondents (N=3,550).<sup>32</sup> (See Figure 3-52.) Thirty-five percent (35%, N=1,243) rated the performance of EFAS/Flight Watch Services as excellent. Over twenty-seven percent (>27%, N=967) rated the performance of EFAS/Flight Watch Services as above average. More than seven percent (>7%, N=261) provided a rating of average for EFAS/Flight Watch Services performance. Less than one percent of respondents offered a performance rating of below average (<1%, N=29) or poor (<1%, N=8). Three percent (3%, N=108) indicated that the question was not applicable. More than twenty-six percent (>26%, N=934) did not respond to this question.

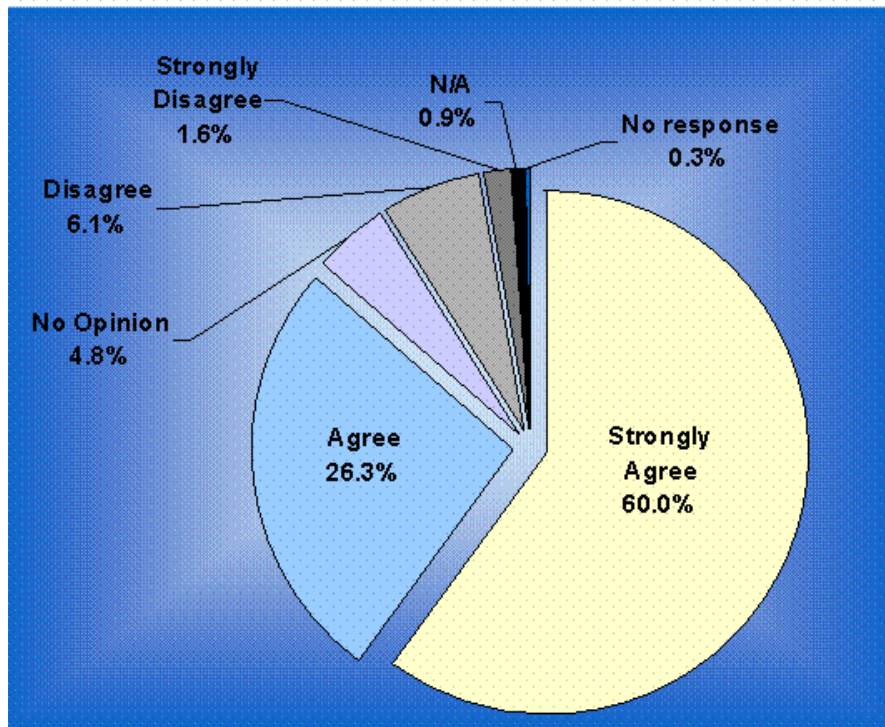
<sup>32</sup> Question #51 was an experience dependent question. This question was only presented to respondents who indicated that they use EFAS or Flight Watch Services on Question #14. The total number of respondents who indicated that they use this service was 2,618.



**Figure 3-52. Performance Rating of EFAS/Flight Watch Services**

Question #52 asked, “Please indicate your level of agreement with the following statement: I rely on Flight Service Stations to act as my primary provider of aviation-related National Security information.” (See Figure 3-53.) The total number of respondents to this question was 3,550. Sixty percent (60%, N=2,131) of those responding said that they Strongly Agree. Approximately twenty-six percent (~26%, N=935) indicated that they Agree. Nearly five percent (<5%, N=170) of respondents indicated that they had No Opinion. More than six percent (>6%, N=216) indicated that they Disagree. Less than two percent of those responding indicated that they Strongly Disagree (<2%, N=56). Less than one percent indicated that the question was not applicable (<1%, N=32) and less than one percent (<1%, N=10) did not respond to this question.



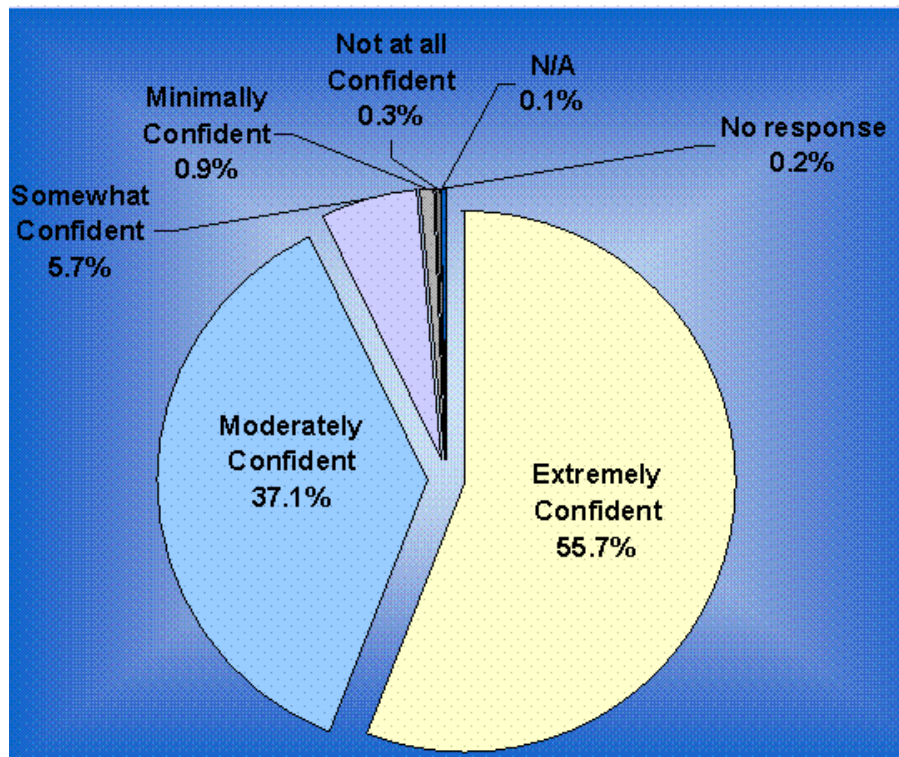


**Figure 3-53. Reliance on FSS for National Security Information**

### 3.2.10 Interactions with Flight Service Station Specialists

The purpose of Questions 53 through 60 was to obtain feedback from each respondent regarding their interactions with Flight Service Station Specialists.

Question #53 asked, “Which of the following best describes your level of confidence in the reliability of the information you receive from FSS Specialists?” The total number of respondents to this question was 3,550. (See Figure 3-54.) More than half of respondents (<56%, N=1,978) indicated that they are extremely confident in the reliability of information they receive from FSS Specialists. More than thirty-seven percent (>37%, N=1317) indicated that they are moderately confident in the reliability of the information they receive, while less than six percent (<6%, N=202) indicated that they are somewhat confident. Less than one percent of those who responded indicated that they are only minimally confident (<1%, N=32) or not at all confident (<1%, N=10) in the reliability of the information they receive from FSS Specialists. Less than one percent (<1%, N=3) indicated that this question was not applicable and less than one percent (<1%, N=8) did not respond to this question.

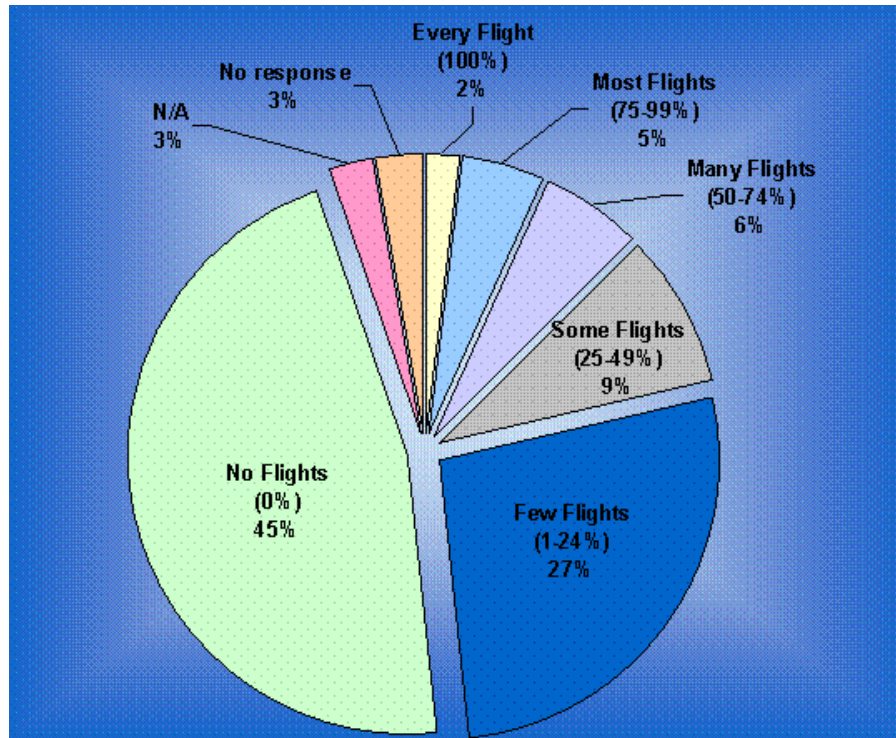


**Figure 3-54. Level of Confidence in the Reliability of Information Received from FSS Specialists**

Question #54 asked, “When obtaining a briefing from an FSS facility, how often are you asked what your level of experience is?” The total number of respondents to this question was 3,455 or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>33</sup> (See Figure 3-55.) Slightly more than two percent of those responding indicated that they are asked their level of experience 100% of the time (>2%, N=73). Nearly five percent (<5%, N=166) of those responding indicated that they are asked their level of experience level between 75-99% of the time and more than five percent (>5%, N=201) indicated that they are asked their level of experience between 50-74% of the time. More than nine percent (>9%, N=324) are asked their experience level between 25-49% of the time. Nearly twenty-seven percent (<27%, N=954) of respondents indicated that they are

<sup>33</sup> Question #54 was an experience dependent question. This question was only presented to respondents who indicated that they use Weather Briefing Services on Question #14. The total number of respondents who indicated that they use this service was 3,456.

asked their experience level between 1-24% of the time, and nearly half (>46%, N=1,645) indicated that they are not asked their experience level when they obtain a briefing from an FSS facility (0% of the time). More than two percent (>2%, N=92) of those responding indicated that this question was not applicable, and nearly three percent (<3%, N=95) did not respond to this question.

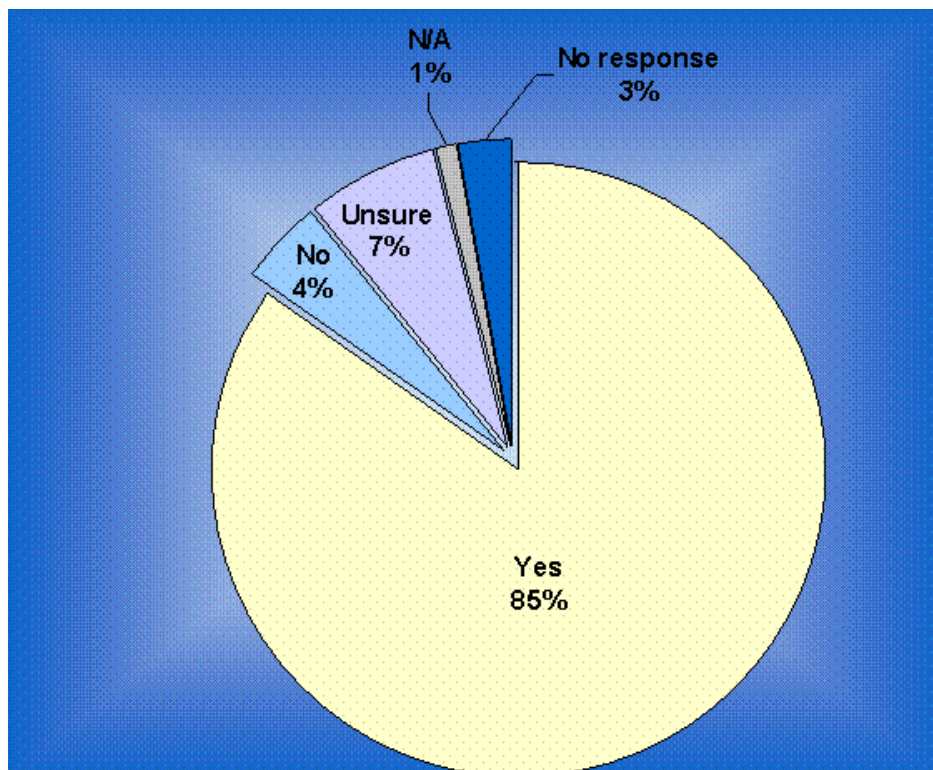


**Figure 3-55. Frequency Pilots are Asked Experience Level When Obtaining a Weather Briefing from FSS**

Question #55 asked, “In your last 10 flight briefings with FSS, has the FSS been able to brief to your level of experience?” The total number of respondents to this question was 3,455 or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550)<sup>34</sup> (See Figure 3-56.) Nearly eighty-five percent (<85%, N=3,008) of

<sup>34</sup> Question #55 was an experience dependent question. This question was only presented to respondents who indicated that they use Weather Briefing Services on Question #14. The total number of respondents who indicated that they use this service was 3,456.

those responding indicated that FSS Specialists have been able to brief to their level of experience. Seven percent (7%, N=249) indicated that they were unsure if the FSS Specialist was able to brief to their level of experience, and less than five percent (<5%, N=159) indicated that the FSS Specialists were not able to brief to their level of experience. Slightly more than one percent (>1%, N=39) of respondents indicated that this question was not applicable, and nearly three percent (<3%, N=95) did not respond to this question.

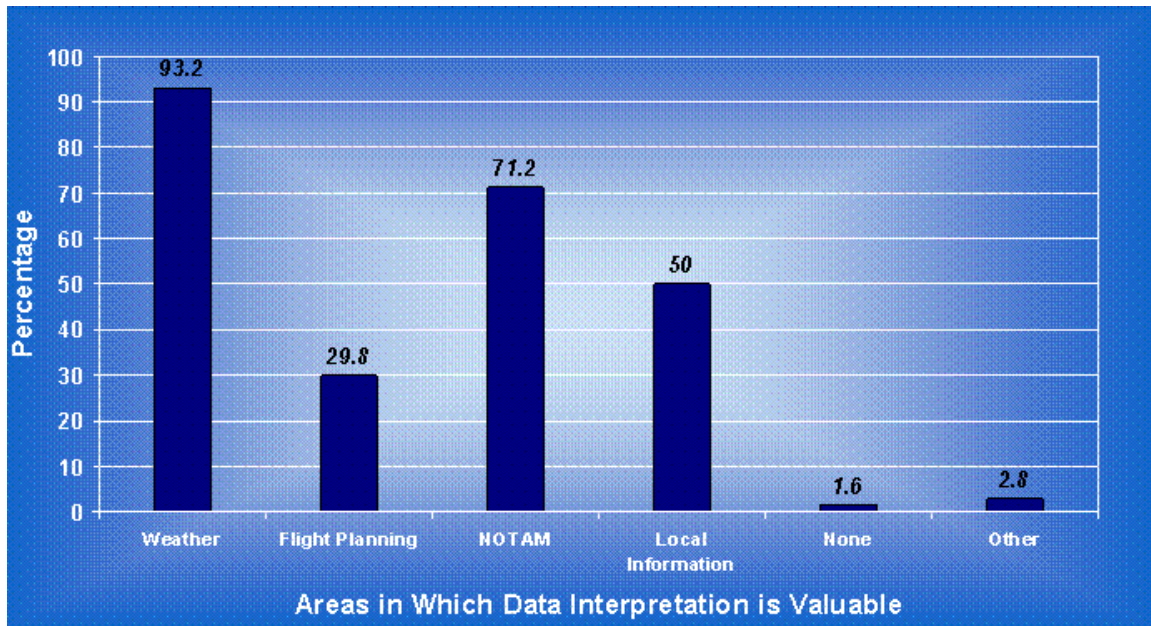


**Figure 3-56. FSS Briefings to Level of Experience**

Question #56 asked, “In which of the following areas is data interpretation (by an FSS Specialist) valuable to you?” The total number of respondents to this question was 3,550. (See Figure 3-57.) More than ninety-three percent (>93%, N=3,308) of respondents indicated that weather data interpretation is valuable. Less than thirty percent (<30%, N=1,057) indicated that flight planning interpretation is valuable. More than seventy percent (>70%, N=2,527) of respondents indicated that NOTAM interpretation is valuable, while half of the respondents (50%, N=1,774) indicated that local information interpretation is valuable. Less than three percent (<3%, N=100) indicated that they find data interpretation

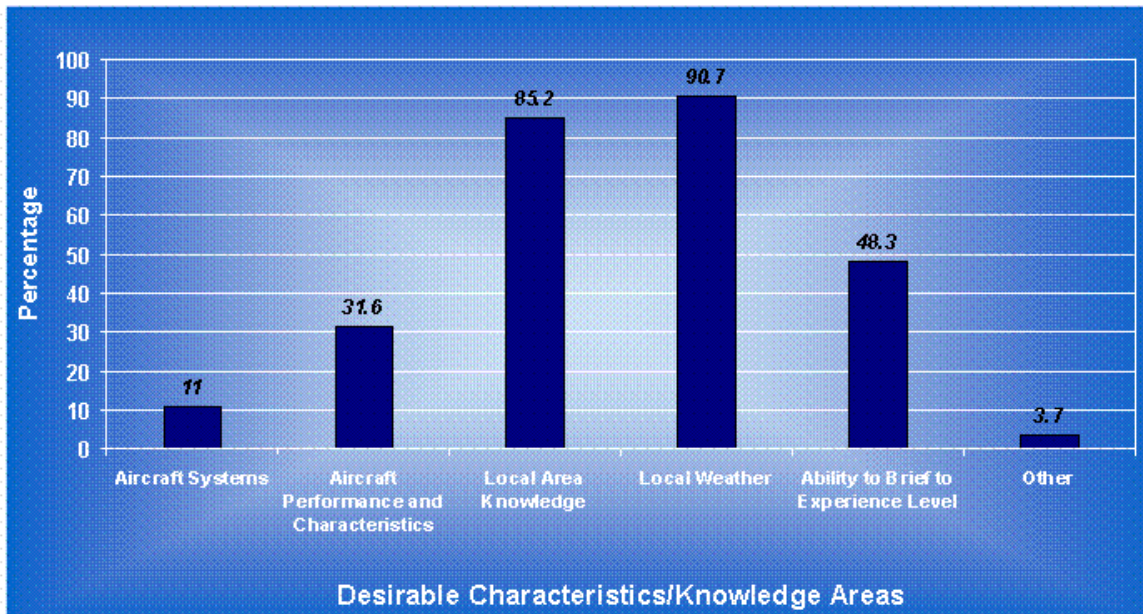


in some “Other” area valuable, while two percent (<2%, N=56) of those responding indicated that they did not find data interpretation by an FSS Specialist valuable.



**Figure 3-57. Information Areas Where Data Interpretation by FSS Specialists is Valuable**

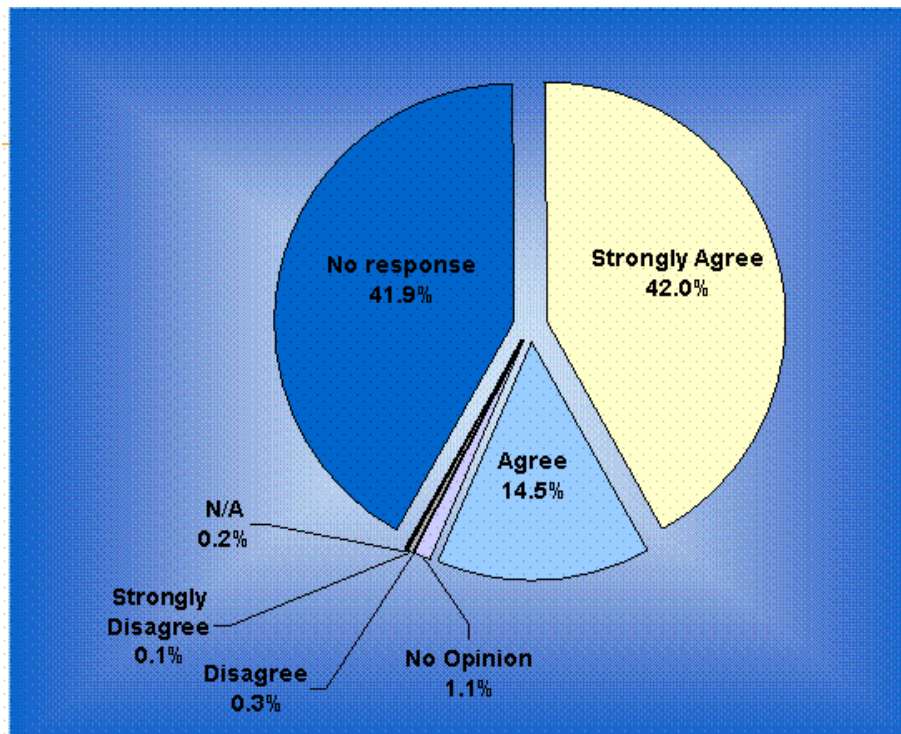
Question #57 asked, “In your opinion, which of the following desirable characteristics enhance the ability of FSS Specialists to provide high-quality general flight services?” The total number of respondents to this question was 3,550. (See Figure 3-58.) Eleven percent (11%, N=389) of respondents indicated that knowledge of aircraft systems is desirable. Nearly thirty-two percent (>32%, N=1,122) of those responding indicated that knowledge of aircraft performance and characteristics is desirable. More than eighty-five percent (>85%, N=3,025) of respondents indicated that local area knowledge is desirable, while more than ninety-percent (>90%, N=3,219) indicated that local weather knowledge is desirable. Less than half (<49%, N=1,716) indicated that the ability to brief to the level of experience is desirable. Less than four percent of respondents indicated that there was some “Other” characteristic that was desirable.



**Figure 3-58. Desirable Characteristics or Knowledge Areas for FSS Specialists**

Question #58 asked, “Please indicate your level of agreement with the following statement: The level of knowledge that a Flight Service Specialist has about the local geographic area and the local weather has a direct impact on the quality of information that they are able to provide to pilots.” (See Figure 3-59.) The total number of respondents to this question was 2,061 or approximately fifty-eight percent (~58%) of the total number of survey respondents (N=3,550).<sup>35</sup> Forty-two percent of those responding (42%, N=1,490) said that they Strongly Agree. Approximately fourteen percent (~14%, N=513) indicated that they Agree. Less than two percent (<2%, N=38) of respondents indicated that they had No Opinion. Less than one percent indicated that they Disagree (<1%, N=9), that they Strongly Disagree (<1%, N=5) or that the question was not applicable (<1%, N=6). Nearly forty-two percent (<42%, N=1,489) did not respond to this question.

<sup>35</sup> Question #58 was an experience dependent question. This question was only presented to respondents who indicated that they would contact FSS when flying in areas that are unfamiliar in Question #15. The total number of respondents who indicated that they use this service was 2,062.

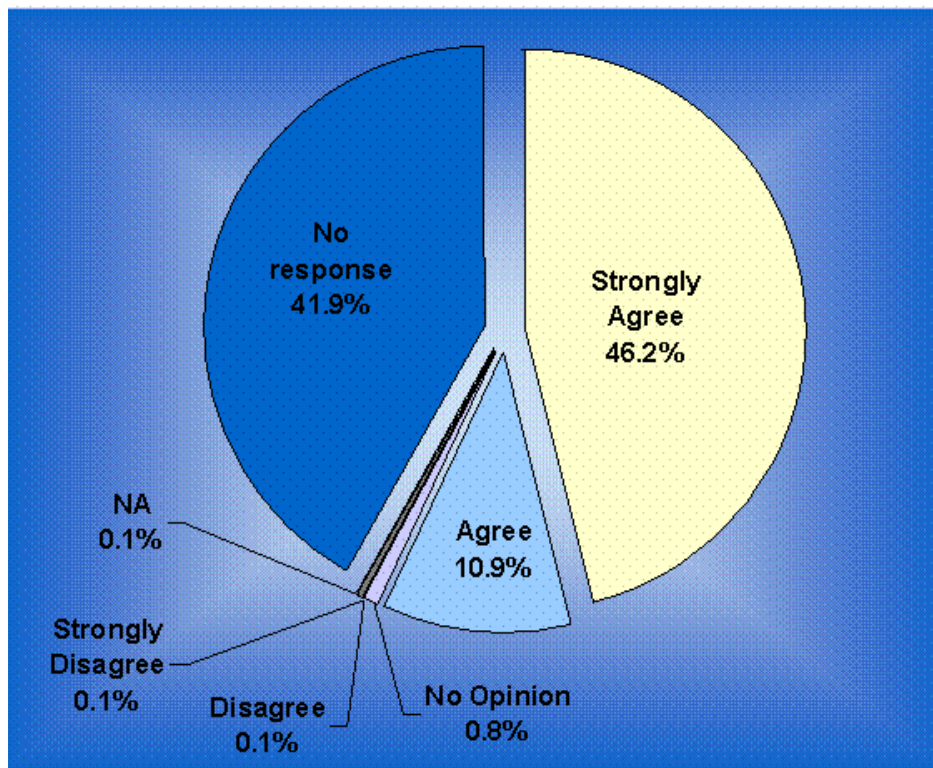


**Figure 3-59. Perceived Impact of Local Geographic Knowledge on Quality of Information**

Question #59 asked, “Please indicate your level of agreement with the following statement: Familiarity with the local geography, weather idiosyncrasies and area services impacts safety.” (See Figure 3-60.) The total number of respondents to this question was 2,061 or approximately fifty-eight percent (~58%) of the total number of survey respondents (N=3,550).<sup>36</sup> More than forty-six percent of those responding (>42%, N=1,639) said that they Strongly Agree. Approximately eleven percent (~11%, N=387) indicated that they Agree. Less than one percent of respondents indicated that they had No Opinion (<1%, N=27), that they Disagree (<1%, N=3), that they Strongly Disagree (<1%, N=2) or that the question was not applicable (<1%, N=3). Nearly forty-two percent (<42%, N=1,489) did not respond to this question.

<sup>36</sup> Question #59 was an experience dependent question. This question was only presented to respondents who indicated that they would contact FSS when flying in areas that are unfamiliar in Question #15. The total number of respondents who indicated that they use this service was 2,062.





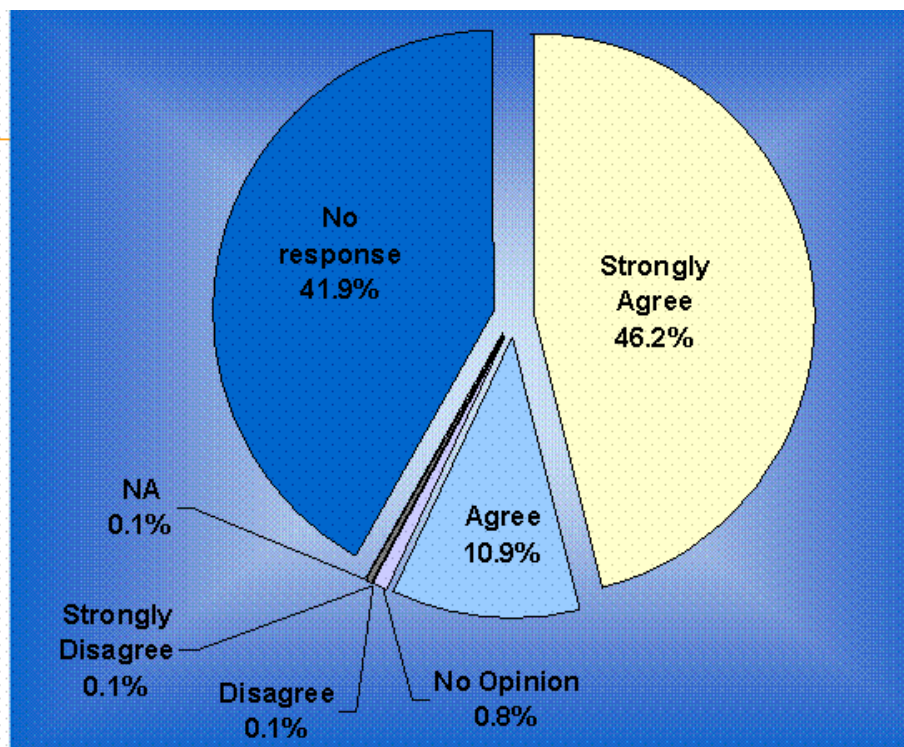
**Figure 3-60. Perceived Impact of Knowledge of Local Geography, Weather and Services on Safety**

Question #60 asked, “Please indicate your level of agreement with the following statement: I value the interpretation of weather data by the Flight Service Specialist.” The total number of respondents to this question was 3,455 or approximately ninety-seven percent (~97%) of the total number of survey respondents (N=3,550).<sup>37</sup> (See Figure 3-61.) More than sixty-two percent of those responding (>62%, N=2,216) said that they Strongly Agree. Approximately thirty-one percent (~31%, N=1,091) indicated that they Agree. Less than two percent of respondents indicated that they had No Opinion (<2%, N=65) or that they Disagree (<2%, N=59). Less than one percent indicated that they Strongly Disagree

<sup>37</sup> Question #60 was an experience dependent question. This question was only presented to respondents who indicated that they use Weather Briefing Services on Question #14. The total number of respondents who indicated that they use this service was 3,456.



(<1%, N=21) or that the question was not applicable (<1%, N=3). Nearly three percent (<3%, N=95) did not respond to this question.



**Figure 3-61. Interpretation of Weather Data by FSS Specialists**

### 3.2.11 Comments and Feedback

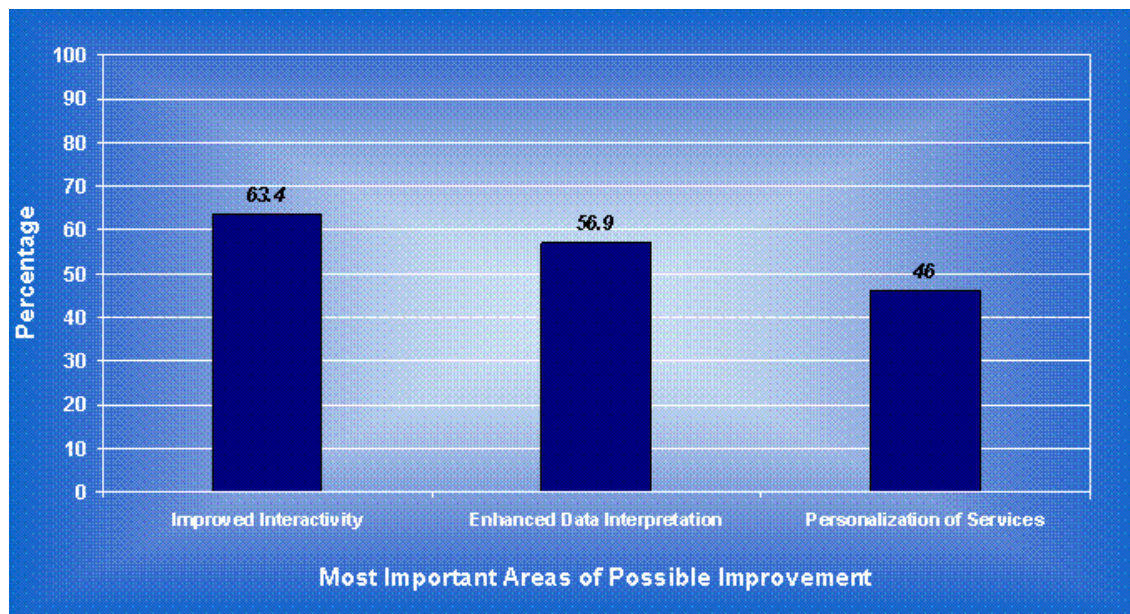
The purpose of Questions 60 through 63 was to obtain general comments and feedback from each respondent regarding areas of possible improvement for Flight Service Stations and the services provided by Flight Service Stations.

Question #61 asked, “Of the following, which THREE ITEMS do you consider to be most important areas of possible improvement for Flight Service Station (FSS) or FSS-related services?” To answer this question, respondents were asked to check no more than three boxes corresponding to items which they felt were most important. The responses were examined (as shown in Table 3-7), and then the results were summed into “bins” corresponding to the selections provided for further analysis.

**Table 3-7. Most Important Areas of Possible Improvement for FSS or FSS-related Services**

| <b>Area for Improvement</b>                                         | <b>Percentage</b> |
|---------------------------------------------------------------------|-------------------|
| <b>Improved interactivity with Specialists</b>                      | 63.4%             |
| <b>Personalization of services</b>                                  | 46%               |
| <b>Increased use of automated methods for obtaining information</b> | 25.7%             |
| <b>Enhanced data interpretation</b>                                 | 56.9%             |
| <b>Better flight planning tools</b>                                 | 29.4%             |
| <b>Fully-automated, non-human-in-the-loop capabilities</b>          | 5.2%              |
| <b>Other</b>                                                        | 10.1%             |
| <b>None</b>                                                         | 9.4%              |

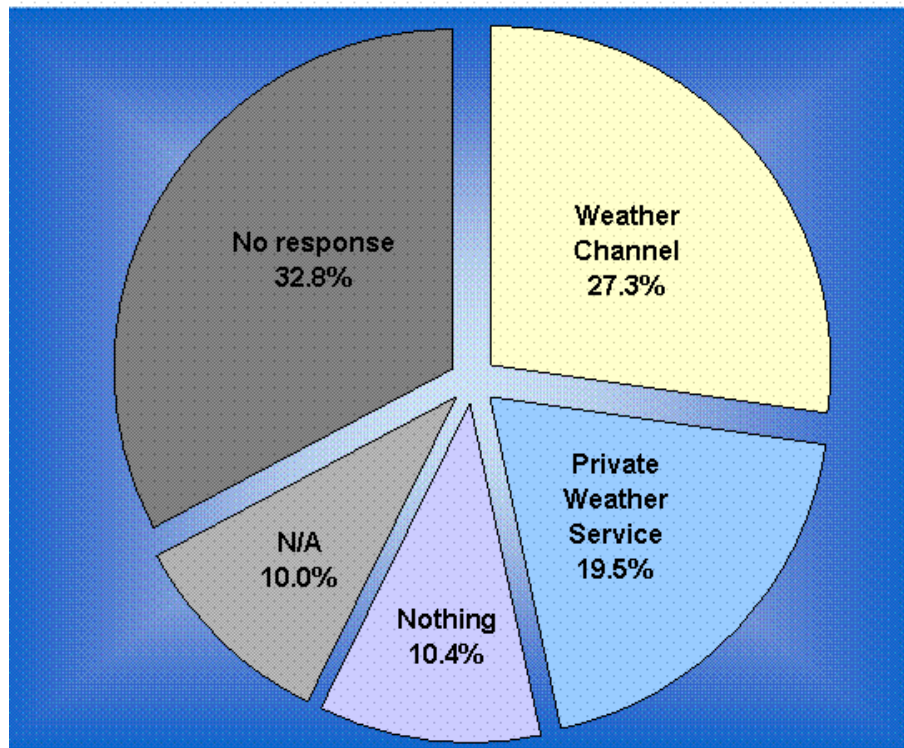
The total number of respondents to this question was 3,550. Overall, the three most popular items listed as the most important items regarding services received from FSS were: Improved interactivity (63.4%), Enhanced data interpretation (56.9%) and Personalization of services (46%). More than sixty-three percent (>63%, N=2,250) selected Interactivity. (See Figure 3-62.) Forty-six percent (46%, N=1,632) selected Personalization. Less than twenty-six percent (<26%, N=911) selected Automation. More than fifty-six (>56%, N=2,019) of those who responded chose Data Interpretation, while more than twenty-nine percent (>29%, N=1,044) selected Planning Tools. Less than six percent (<6%, N=186) chose Fully-automated Systems. Ten percent (10%, N=358) selected “Other” and less than ten percent (<10%, N=333) of those responding indicated that there were no area of possible improvement.



**Figure 3-62. Three Most Popular Choices for Most Important Areas of Improvement for FSS or FSS-related Services**

Question #62 asked the respondents to provide any comments they had regarding the services provided by FSS facilities. These comments are discussed further in Section 3.4 of this document.

Question #63 asked, “When you don’t use FSS products and services, what do you use?” The total number of respondents to this question was 3,550. (See Figure 3-63.) More than twenty-seven percent (>27%, N=969) indicated that they use the Weather Channel. Less than twenty percent (<20%, N=692) indicated that they use a private weather service. Approximately ten percent of respondents indicated that they use nothing (~10%, N=370) or that the question was not applicable (~10%, N=354). Nearly thirty-three percent (<33%, N=1,165) did not respond to this question.



**Figure 3-63. Services Used in Lieu of FSS**

### 3.3 Correlations

Two of the questions we analyzed most were the pilot certification and geographic region questions (Questions #1 and #5), in order to see whether these factors influenced responses to other FSS study questions. Somewhat surprisingly, neither flight experience nor geographic regions had much impact on the other responses we examined, in general. For example, a comparison was made of the responses to Question #27 (“Which of the following is your preferred method of obtaining a weather briefing?”) based upon responses to experience and location questions. The vast majority of respondents selected “Telephone,” with a much smaller number (~9%) selecting “Counter briefing,” even less (~5%) selecting “Other means” and about 3% either leaving the question blank or selecting “Radio briefing.” For the eight most commonly selected regions (all except Alaska and the international regions), the variation was between 80% and 83% for the response “Telephone;” in other words, there was very little variation. This was quite typical. The same question had a variation between 74% and 87% for different types of flight experience (i.e., pilot certifications). Though larger than the amount of regional variation, it is still small amount

of variation. There were enough examples like this to conclude, tentatively, that there is not a significant difference between response patterns based solely on geographic location or based solely on pilot certifications.

In general, after reviewing the question-by-question results, we took some pairs of questions that we thought might be related and tabulated the responses for question A versus B and question B versus A. For example, several sets of responses were broken out according to the response to Question #41, which asked participants their level of agreement with this statement: “The current level of service that I receive from FSS meets my expectations.” We did not attempt to derive any numerical measures of the correlations between questions because it did not seem to be necessary to do so, and because there were usually only a small number of distinct responses to each question. Also, the number of those who selected “Agree” or “Strongly agree” to “... meet my expectations” outnumbers the other respondents by almost 18 to 1, making a correlation measure less useful in this particular case.

The “paired-question” comparisons were grouped into four areas: comparisons based on experience level, geographic location, expectations, and frequency of use. The results of these comparisons are discussed below.

### **3.3.1 Comparisons Based on Experience Level**

The purpose of comparing questions based on experience level was to determine if there were any variances in responses between groups at different certification levels in terms of their use, perceptions or opinions of Flight Service Stations or related services.

The differences based on experience level between the responses to Question #61 (areas of possible improvement for Flight Service Station) were trivial. Each group was typically within two or three percentage points of the aggregate responses.

There was somewhat more variation on Question #63. In particular, Student pilots were most likely to respond that they were “Extremely confident” in the reliability of the information received from FSS Specialists. In fact, Student pilots were three times as likely to respond “Extremely confident” as to respond “Moderately confident.” The other experience levels (non-Student) had a more even split between “Extremely confident” and “Moderately confident,” with only 10% of the responses being of a lower confidence level.

The differences based on experience level between the responses to Question #52 (reliance on Flight Service Stations to act as my primary provider of aviation-related National Security information) were fairly small. Each group was typically within five or six percentage points of the aggregate responses.

Most of the groups answered positively to Question #41, “The current level of service that I receive from FSS meets my expectations.” Pilots with Airline Transport Pilot certificates and Airplane Multi-Engine Sea ratings were the more negative on Question #41,

while Student pilots were the most positive. See Table 3-8. Similar patterns were observed in response to Question #13, which asked “How frequently do you use Flight Service Station services?”

**Table 3-8. Experience Level versus Expectations Met**

|                          | <b>Agree or Strongly Agree</b> | <b>Disagree or Strongly Disagree</b> | <b>No Opinion</b> |
|--------------------------|--------------------------------|--------------------------------------|-------------------|
| <b>Student</b>           | 97%                            | 0%                                   | 3%                |
| <b>Instrument</b>        | 93%                            | 6%                                   | 2%                |
| <b>Private</b>           | 94%                            | 4%                                   | 2%                |
| <b>Commercial</b>        | 92%                            | 6%                                   | 2%                |
| <b>ATP</b>               | 88%                            | 10%                                  | 2%                |
| <b>Flight Instructor</b> | 90%                            | 8%                                   | 2%                |
| <b>Add'l Instructor</b>  | 89%                            | 8%                                   | 2%                |
| <b>Ground Instructor</b> | 89%                            | 7%                                   | 3%                |
| <b>Rotorcraft</b>        | 90%                            | 5%                                   | 4%                |
| <b>Balloon</b>           | 95%                            | 5%                                   | 0%                |
| <b>Glider</b>            | 92%                            | 5%                                   | 3%                |
| <b>ASEL</b>              | 93%                            | 6%                                   | 2%                |
| <b>ASES</b>              | 90%                            | 8%                                   | 2%                |
| <b>AMEL</b>              | 91%                            | 7%                                   | 2%                |
| <b>AMES</b>              | 86%                            | 11%                                  | 3%                |

The differences based on experience level between the responses to Question #52 “If all of the following were available to you, which THREE ITEMS describe your preferred methods of obtaining flight-related information?” were fairly small. Each group was typically within two or three percentage points of the aggregate responses.

Question #32 asked “Which of the following is your preferred method for filing a flight plan?” As can be seen in Table 3-9, the variation in responses was small. Only pilots with Balloon ratings frequently preferred filing in person (20% of the time). The rest almost always preferred the Telephone or the Internet.

**Table 3-9. Experience Level versus Preferred Method for Filing Flight Plans**

|                          | <b>Other</b> | <b>Radio</b> | <b>In person</b> | <b>Computer/<br/>Internet</b> | <b>Telephone</b> |
|--------------------------|--------------|--------------|------------------|-------------------------------|------------------|
| <b>Student</b>           | 0%           | 0%           | 8%               | 13%                           | 79%              |
| <b>Instrument</b>        | 1%           | 1%           | 4%               | 22%                           | 73%              |
| <b>Private</b>           | 0%           | 1%           | 4%               | 18%                           | 77%              |
| <b>Commercial</b>        | 1%           | 1%           | 4%               | 20%                           | 75%              |
| <b>ATP</b>               | 1%           | 1%           | 6%               | 26%                           | 66%              |
| <b>Flight Instructor</b> | 1%           | 1%           | 5%               | 20%                           | 74%              |
| <b>Add'l Instructor</b>  | 0%           | 0%           | 3%               | 20%                           | 76%              |
| <b>Ground Instructor</b> | 1%           | 1%           | 4%               | 17%                           | 76%              |
| <b>Rotorcraft</b>        | 3%           | 2%           | 2%               | 20%                           | 74%              |
| <b>Balloon</b>           | 0%           | 0%           | 20%              | 27%                           | 53%              |
| <b>Glider</b>            | 1%           | 1%           | 2%               | 19%                           | 77%              |
| <b>ASEL</b>              | 1%           | 1%           | 4%               | 20%                           | 75%              |
| <b>ASES</b>              | 0%           | 2%           | 4%               | 20%                           | 74%              |
| <b>AMEL</b>              | 1%           | 0%           | 5%               | 20%                           | 74%              |
| <b>AMES</b>              | 0%           | 0%           | 0%               | 18%                           | 82%              |



Table 3-10 shows similar responses among these groups for Question #27, which asked “Which of the following is your preferred method of obtaining a weather briefing?”

**Table 3-10. Experience Level versus Preferred Weather Briefing**

|                          | <b>Radio briefing</b> | <b>By other means</b> | <b>Counter briefing</b> | <b>Telephone</b> |
|--------------------------|-----------------------|-----------------------|-------------------------|------------------|
| <b>Student</b>           | 0%                    | 3%                    | 17%                     | 79%              |
| <b>Instrument</b>        | 1%                    | 6%                    | 10%                     | 84%              |
| <b>Private</b>           | 0%                    | 4%                    | 9%                      | 87%              |
| <b>Commercial</b>        | 1%                    | 7%                    | 10%                     | 82%              |
| <b>ATP</b>               | 3%                    | 11%                   | 12%                     | 74%              |
| <b>Flight Instructor</b> | 1%                    | 7%                    | 11%                     | 80%              |
| <b>Add'l Instructor</b>  | 2%                    | 7%                    | 9%                      | 83%              |
| <b>Ground Instructor</b> | 2%                    | 8%                    | 13%                     | 76%              |
| <b>Rotorcraft</b>        | 2%                    | 11%                   | 11%                     | 76%              |
| <b>Balloon</b>           | 0%                    | 14%                   | 24%                     | 62%              |
| <b>Glider</b>            | 2%                    | 10%                   | 8%                      | 80%              |
| <b>ASEL</b>              | 1%                    | 5%                    | 10%                     | 84%              |
| <b>ASES</b>              | 1%                    | 8%                    | 13%                     | 79%              |
| <b>AMEL</b>              | 1%                    | 8%                    | 10%                     | 81%              |
| <b>AMES</b>              | 0%                    | 11%                   | 9%                      | 80%              |

Question #14 asked “Which of the following Flight Service Station (FSS) products and services do you use?” Similar responses were noted between the different groups. See Table 3-11. The categories not shown in the table (Other, Emergency, Regulations, and Broadcast) only received single-digit percentage responses.

**Table 3-11. Experience Level versus FSS Products and Services Used**

|                          | <b>Weather</b> | <b>Notices</b> | <b>PIREPs</b> | <b>In-flight</b> | <b>En route</b> | <b>Flight Plan</b> |
|--------------------------|----------------|----------------|---------------|------------------|-----------------|--------------------|
| <b>Student</b>           | 19%            | 18%            | 13%           | 12%              | 12%             | 13%                |
| <b>Instrument</b>        | 17%            | 16%            | 15%           | 14%              | 14%             | 14%                |
| <b>Private</b>           | 18%            | 17%            | 15%           | 13%              | 13%             | 14%                |
| <b>Commercial</b>        | 17%            | 16%            | 15%           | 14%              | 13%             | 14%                |
| <b>ATP</b>               | 17%            | 16%            | 14%           | 14%              | 14%             | 15%                |
| <b>Flight Instructor</b> | 17%            | 16%            | 15%           | 14%              | 13%             | 14%                |
| <b>Add'l Instructor</b>  | 17%            | 15%            | 15%           | 14%              | 13%             | 14%                |
| <b>Ground Instructor</b> | 17%            | 16%            | 14%           | 14%              | 13%             | 14%                |
| <b>Rotorcraft</b>        | 17%            | 15%            | 14%           | 14%              | 13%             | 14%                |
| <b>Balloon</b>           | 19%            | 14%            | 15%           | 12%              | 12%             | 15%                |
| <b>Glider</b>            | 17%            | 16%            | 15%           | 14%              | 14%             | 13%                |
| <b>ASEL</b>              | 17%            | 16%            | 15%           | 13%              | 14%             | 14%                |
| <b>ASES</b>              | 17%            | 16%            | 15%           | 14%              | 13%             | 14%                |
| <b>AMEL</b>              | 17%            | 16%            | 15%           | 14%              | 14%             | 14%                |
| <b>AMES</b>              | 17%            | 17%            | 13%           | 12%              | 13%             | 16%                |

The system used to file Flight Plans (Question #11) did not vary significantly among the different groups of respondents. Similarly for the frequency of FSS use, Question #13. Another question with little variation between groups was services used for weather information, or Question #9.

In conclusion, there was not a great deal of response variation attributable to the experience level of the participant. Most of the information about the survey responses depends on some other factors. Even the responses from Student pilots were generally similar to the aggregate responses. The one obvious standout: pilots with Balloon ratings

were seen to be more likely than other groups to file flight plans and to get weather information in person.

### **3.3.2 Comparisons Based on Geographic Location**

Geographic location of survey respondents was determined by Question #5, “In what geographic regions do you principally fly?” In general, there were no clearly significant differences between answers to other questions that depended on the geographic location. However, as discussed below, there were a few exceptions.

To Question #24, “If all of the following were available to you, which three items describe your preferred methods of obtaining flight-related information?” participants who indicated that they principally fly in the Alaska Region had a set of responses that were distinct from other regions. Alaska respondents preferred “Phone,” “Internet” and “In person” in that order, while the remaining regions ranked “Internet,” “Phone” and “Cell phone” the highest, in that order. Proportionally, more than twice as many Alaska respondents listed “In person” among their top three as did the other regions (19% versus 8%).

Those who principally fly in Alaska also had a different typical response on Question #27, which asked, “Which of the following is your preferred method of obtaining a weather briefing?” Alaska respondents answered:

- 5% Radio briefing
- 17% By other means
- 23% Counter briefing
- 55% Telephone

The remaining regions answered the same question:

- 2% Radio briefing
- 7% By other means
- 10% Counter briefing
- 81% Telephone

In other words, telephone communication is less frequently used for weather briefing by those who principally fly in or around Alaska.

Another difference was between those who principally fly domestically and those who principally fly internationally, in respect to which system is used to file a flight plan. (See Table 3-12.) On Question #11, “Which of the following systems do you use to file flight plans?” international flyers were much more likely to use company dispatch or “other” (non-

FSS, non-DUATS) system than domestic flyers, and significantly less likely to use FSS or both DUATS and FSS. Those who fly domestically gave the answer “only FSS” 51% of the time, while those who principally fly internationally gave it 39% of the time.

**Table 3-12. International versus Domestic Responses to Systems Used to File Flight Plans**

|                      | <b>FSS only</b> | <b>Both DUATS and FSS</b> | <b>Do not file</b> | <b>Other</b> | <b>Company Dispatch</b> | <b>DUATS only</b> |
|----------------------|-----------------|---------------------------|--------------------|--------------|-------------------------|-------------------|
| <b>International</b> | 39%             | 26%                       | 2%                 | 14%          | 18%                     | 1%                |
| <b>Domestic</b>      | 51%             | 35%                       | 4%                 | 4%           | 4%                      | 1%                |

This pattern is echoed, albeit somewhat weakly, on Question #13, “How frequently do you use Flight Service Station services?” Almost a quarter of the international respondents gave an answer of 0-24% or 25-49%, but the domestic respondents only gave these answers 17% of the time. Conversely, the domestic response of “100%” occurred 32% of the time, but only 25% of the time for the international flying respondents. (See Table 3-13.)

**Table 3-13. International versus Domestic Responses on Frequency of FSS Use**

|                      | <b>Few flights (0-24%)</b> | <b>Some flights (25-49%)</b> | <b>Many flights (50-74%)</b> | <b>Most flights (75-99%)</b> | <b>Every flight (100%)</b> |
|----------------------|----------------------------|------------------------------|------------------------------|------------------------------|----------------------------|
| <b>International</b> | 12%                        | 12%                          | 14%                          | 36%                          | 25%                        |
| <b>Domestic</b>      | 7%                         | 10%                          | 16%                          | 35%                          | 32%                        |

When comparisons between individual principal regions or groups of principal regions (e.g., international versus domestic) were made for other questions, there were no substantial differences. This was born out in detailed comparisons performed on sixteen other questions in the FSS survey. Not surprisingly, those who principally fly internationally had, on average, almost 4,000 hours more flight experience. Because this difference is a logical one, it is not considered significant. In summary, the significant differences concerning geographic location observed in this study were those for Alaska flyers, relating to how they obtain flight and weather information, and also the amount of use of FSS and other systems by domestic versus international flyers.

### 3.3.3 Comparisons Based on Expectations

On Question #41, the respondents were asked to indicate their level of agreement with the following statement: “The current level of service that I receive from FSS meets my expectations.” 49.2% indicated that they “Strongly Agree;” 43.2% indicated that they “Agree;” 1.9% indicated that they have “No Opinion;” 4.5% indicated that they “Disagree;” 0.7% indicated that they “Strongly Disagree;” 0.3% indicated “Not applicable” or did not wish to answer; and 0.3% did not respond to this question. Therefore, it is relevant to explore the types of responses to other survey questions from those whose expectations are not met, if we wish to explore their experiences or preferences. For all the others who either strongly agreed or agreed that the level of services met their expectations, since they make up a large (nearly 95%) majority, their responses logically match the pattern of aggregate responses to the survey questions.

For both groups, Quality of Information was the most highly valued attribute in FSS services according to the response to Question #40. (See Table 3-14.)

**Table 3-14. Expectations versus Most Important Attributes in FSS Services**

|                                  | <b>Agree or Strongly Agree</b> | <b>Disagree or Strongly Disagree</b> |
|----------------------------------|--------------------------------|--------------------------------------|
| <b>Quality of Information</b>    | 84%                            | 73%                                  |
| <b>Method of Delivery</b>        | 19%                            | 30%                                  |
| <b>Tailoring of Services</b>     | 16%                            | 25%                                  |
| <b>Speed of Delivery</b>         | 21%                            | 34%                                  |
| <b>Unique Localized Services</b> | 25%                            | 17%                                  |
| <b>Consistency of Services</b>   | 13%                            | 11%                                  |
| <b>Timeliness of Information</b> | 30%                            | 19%                                  |
| <b>Accuracy of Information</b>   | 55%                            | 47%                                  |
| <b>Quality of Service</b>        | 35%                            | 32%                                  |

For those who indicated that they “Disagree” or “Strongly disagree” that FSS meets their expectations, their level of confidence in the reliability of the information they receive from FSS Specialists is significantly lower than the general level, unsurprisingly. In other words, they tend to be “Somewhat confident” rather than “Extremely confident.” (See Table 3-15.)

**Table 3-15. Expectations versus Confidence in FSS Information Reliability**

|                             | <b>Agree or Strongly Agree</b> | <b>Disagree or Strongly Disagree</b> |
|-----------------------------|--------------------------------|--------------------------------------|
| <b>Extremely Confident</b>  | 59%                            | 9%                                   |
| <b>Moderately Confident</b> | 37%                            | 34%                                  |
| <b>Somewhat Confident</b>   | 3%                             | 39%                                  |
| <b>Minimally Confident</b>  | 0%                             | 14%                                  |
| <b>Not at all Confident</b> | 0%                             | 5%                                   |

Those who “Disagree” or “Strongly disagree” also predictably rated “the overall performance of En Route Flight Advisory Services (EFAS) or Flight Watch” lower. Few rated it “Excellent” and most rated it “Average” or “Above average.” Their ratings of the overall performance of Aviation Weather and Information Broadcast Services (Question #50), In-flight Services (Question #48), Flight Plan Services (Question #47), and Weather Briefing Services (Question #46) were similar. For the latter, it was most striking, as shown in Table 3-16.

**Table 3-16. Expectations versus Weather Briefing Services Performance**

|                      | <b>Agree or Strongly Agree</b> | <b>Disagree or Strongly Disagree</b> |
|----------------------|--------------------------------|--------------------------------------|
| <b>Excellent</b>     | 63%                            | 8%                                   |
| <b>Above average</b> | 32%                            | 16%                                  |
| <b>Average</b>       | 5%                             | 45%                                  |
| <b>Below average</b> | 0%                             | 22%                                  |
| <b>Poor</b>          | 0%                             | 9%                                   |

Since the subjective performance ratings of the different services by those whose expectations of FSS services are not met are low across the board, we may conclude: a) there is no single solution to meet their expectations: they have many different criticisms of the current services [this could be further explored through the user comments section]; b) they are at least consistent, and though in a small minority of about 5%, merit serious attention; c) they are not defeatist, as indicated by the prevalence of “Average” and some “Above



average” ratings for Aviation Weather and Information Broadcast Services, In-flight Services, Flight Plan Services, and Weather Briefing Services.

### 3.3.4 Comparisons Based on Frequency of Use

A cross-comparison of Questions #20 and #51, “How often do you use En Route Flight Advisory Services (EFAS) / Flight Watch?” and “How would you rate the overall performance of En Route Flight Advisory Services (EFAS) or Flight Watch?” is shown in Table 3-17. Those respondents who always use EFAS consider it “Excellent,” generally, and those who use it less often (<75% of the time) are more likely to describe it as either “Above average” or “Excellent.”

**Table 3-17. EFAS Performance Rating as a Function of EFAS Usage**

| <b>EFAS Performance Rating vs. EFAS Frequency of Use</b> | <b>Poor</b> | <b>Below average</b> | <b>Average</b> | <b>Above average</b> | <b>Excellent</b> |
|----------------------------------------------------------|-------------|----------------------|----------------|----------------------|------------------|
| <b>0%</b>                                                | 0%          | 0%                   | 0%             | 0%                   | 0%               |
| <b>1-24%</b>                                             | 1%          | 2%                   | 15%            | 43%                  | 40%              |
| <b>25-49%</b>                                            | 0%          | 1%                   | 12%            | 43%                  | 44%              |
| <b>50-74%</b>                                            | 0%          | 1%                   | 8%             | 39%                  | 52%              |
| <b>75-99%</b>                                            | 0%          | 1%                   | 4%             | 29%                  | 65%              |
| <b>100%</b>                                              | 1%          | 0%                   | 9%             | 12%                  | 78%              |

A cross-comparison of Questions #19 and #50, “How often do you use Aviation Weather and Information Broadcast Services, such as HIWAS (Hazardous In-flight Weather Advisory Service), TIBS (Telephone Information Broadcast System), or TWEB (Transcribed Weather Broadcast)?” and “How would you rate the overall performance of Aviation Weather and Information Broadcast Services?,” is shown in Table 3-18. Those respondents who always use Broadcast Services consider it “Excellent” or “Above average,” generally, and those who use it less often (<75% of the time) are more likely to describe it as either “Average” or “Above average.”

**Table 3-18. Broadcast Services Performance Rating as a Function of Broadcast Services Usage**

| <b>Broadcast Performance Rating vs. Broadcast Frequency of Use</b> | <b>Poor</b> | <b>Below average</b> | <b>Average</b> | <b>Above average</b> | <b>Excellent</b> |
|--------------------------------------------------------------------|-------------|----------------------|----------------|----------------------|------------------|
| <b>0%</b>                                                          | 0%          | 0%                   | 0%             | 0%                   | 0%               |
| <b>1-24%</b>                                                       | 3%          | 5%                   | 40%            | 36%                  | 17%              |
| <b>25-49%</b>                                                      | 1%          | 3%                   | 31%            | 45%                  | 20%              |
| <b>50-74%</b>                                                      | 0%          | 2%                   | 25%            | 46%                  | 27%              |
| <b>75-99%</b>                                                      | 0%          | 0%                   | 13%            | 43%                  | 43%              |
| <b>100%</b>                                                        | 1%          | 1%                   | 18%            | 22%                  | 58%              |

A cross-comparison of Questions #16 and #46, “How often do you obtain pre-flight information from a Flight Service Station (FSS)?” and “How would you rate the overall performance of Weather Briefing Services?” was conducted. Most respondents, whether they frequently use FSS pre-flight services or not, rate Weather Briefing Services as “Excellent” or “Above average,” generally. (See Table 3-19.)

**Table 3-19. Weather Briefing Performance Rating as a Function of FSS Pre-flight Services Usage**

| <b>Weather Briefing Performance versus FSS Pre-flight Services Use</b> | <b>Poor</b> | <b>Below average</b> | <b>Average</b> | <b>Above average</b> | <b>Excellent</b> |
|------------------------------------------------------------------------|-------------|----------------------|----------------|----------------------|------------------|
| <b>0%</b>                                                              | 0%          | 0%                   | 0%             | 0%                   | 0%               |
| <b>1-24%</b>                                                           | 2%          | 3%                   | 20%            | 34%                  | 41%              |
| <b>25-49%</b>                                                          | 1%          | 2%                   | 16%            | 42%                  | 39%              |
| <b>50-74%</b>                                                          | 0%          | 2%                   | 7%             | 34%                  | 57%              |
| <b>75-99%</b>                                                          | 0%          | 1%                   | 7%             | 34%                  | 58%              |
| <b>100%</b>                                                            | 0%          | 1%                   | 4%             | 23%                  | 72%              |

A cross-comparison of Questions #17 and #48, “How often do you obtain in-flight information from a Flight Service Station (FSS) facility (e.g., weather advisories, flight plan

activation, traffic advisories, airport information, etc.)?” and “How would you rate the overall performance of In-flight Services?,” is shown in Table 3-20. Those respondents who always use in-flight FSS products often consider it “Excellent,” generally, and those who use it less often (<75% of the time) are somewhat more likely to describe it as either “Excellent” or “Above average.”

**Table 3-20. In-flight Performance Rating as a Function of FSS In-flight Services Usage**

| <b>In-flight Performance Rating versus FSS In-flight Services Use</b> | <b>Poor</b> | <b>Below average</b> | <b>Average</b> | <b>Above average</b> | <b>Excellent</b> |
|-----------------------------------------------------------------------|-------------|----------------------|----------------|----------------------|------------------|
| <b>0%</b>                                                             | 0%          | 0%                   | 0%             | 0%                   | 0%               |
| <b>1-24%</b>                                                          | 1%          | 1%                   | 18%            | 35%                  | 45%              |
| <b>25-49%</b>                                                         | 0%          | 1%                   | 13%            | 39%                  | 46%              |
| <b>50-74%</b>                                                         | 0%          | 1%                   | 7%             | 36%                  | 56%              |
| <b>75-99%</b>                                                         | 0%          | 1%                   | 4%             | 30%                  | 65%              |
| <b>100%</b>                                                           | 0%          | 0%                   | 4%             | 21%                  | 74%              |

A cross-comparison of Questions #31 and #47, “How frequently do you contact a Flight Service Station (FSS) facility to file a flight plan?” and “How would you rate the overall performance of Flight Plan Services?,” is shown in Table 3-21. About two-thirds of respondents who always contact an FSS consider the performance “Excellent.” About half of those who use it less often (<75% of the time) consider it “Excellent,” while the other half consider it “Average” or “Above average.”

**Table 3-21. Flight Plan Performance Rating as a Function of FSS Flight Plan Services Usage**

| <b>Flight Plan Performance Rating versus FSS Flight Plan Services Use</b> | <b>Poor</b> | <b>Below average</b> | <b>Average</b> | <b>Above average</b> | <b>Excellent</b> |
|---------------------------------------------------------------------------|-------------|----------------------|----------------|----------------------|------------------|
| <b>0%</b>                                                                 | 2%          | 2%                   | 20%            | 37%                  | 40%              |
| <b>1-24%</b>                                                              | 1%          | 1%                   | 19%            | 32%                  | 47%              |
| <b>25-49%</b>                                                             | 0%          | 0%                   | 9%             | 36%                  | 54%              |
| <b>50-74%</b>                                                             | 0%          | 0%                   | 11%            | 33%                  | 56%              |
| <b>75-99%</b>                                                             | 0%          | 1%                   | 9%             | 29%                  | 61%              |
| <b>100%</b>                                                               | 1%          | 1%                   | 7%             | 23%                  | 68%              |

There are no real surprises in these cross-comparisons. There are some predictable differences between frequent users and infrequent users of products and services in this section. “Poor” and “Below average” ratings are rarely used, even by infrequent users.

### 3.4 Comments

Question #62 asked the respondents to “Please provide any comments you have regarding the services provided by FSS facilities.” To answer this question, respondents were provided with a text box in which they could enter and submit free text. The free text data were examined. The results were then grouped into “categories” of similar subject matter. The key categories of comments and detailed descriptions of the comments received in each category are included below.

Fifty-eight percent (58%, N=2,045) of all participants submitted comments at the end of the survey. Overall, the majority of comments provided included positive statements about FSS and FSS-related services. Many participants reiterated the types of services they use, the frequency with which they use them, and their rating of the overall performance of FSS facilities. Further, most comments included identification of specific facilities used as well as designations of specific FSS facilities which had not met the needs or expectations of users.

With regard to the perceived impact of FSS or FSS-related services on safety, a large number of comments specified that the services provided by FSS are not only directly related to, but are, in fact, essential to aviation safety. The majority of comments also indicated that participants are not in favor of “privatization of FSS facilities” or “in commercial outsourcing of FSS services.”

- **Use of Flight Service Stations.** Most comments indicated that Flight Service Stations are primarily contacted for weather information, weather briefings, and assistance with interpretation of the weather information they obtain. The comments also showed that FSS is often used to verify information obtained via other means, particularly from online resources. Many participants indicated that they obtain basic information from the web (weather reports or graphics, for example), and then use that information as a guide during the briefing with FSS. Several participants said that they engage in military flights, and although they cannot use FSS “officially,” they often use them as a resource to supplement the military information they receive. Again, most comments were directed to specific FSS facilities. It is also notable that several participants identified that they fly in remote areas of the country (most specifically in Alaska), and that the services provided by FSS are indispensable. Their remarks hinged on their concern about the potential loss of services in Alaska, despite the fact that Alaska is excluded from the A-76 Study.
- **Accessibility of Flight Service Stations.** The comments indicated that the national security restrictions which have limited (or eliminated) access to FSS facilities for walk-in services or tours was met with much criticism. Many respondents asked that walk-in services be reinstated at their local facilities.
- **Flight Service Station Systems.** Some participants suggested that the information available to FSS personnel is not up to date, including information regarding weather, restrictions, and availability of systems and services. These particular comments usually included statements suggesting the need for better systems and tools for FSS personnel.
- **Flight Service Station Specialists.** Most comments included positive remarks about interactions with FSS Specialists. However, several comments identified concerns with regard to the training, background and experience of some Specialists. The most common issues identified were: the ability of Specialists to brief and interpret data versus just “reading the data,” variability in the information and services provided from facility to facility and Specialist to Specialist, and the perceived attitude of the Specialist during a briefing. With regard to briefing and interpretation abilities, several participants suggested improvements to the training and selection of FSS Specialists. The comments pertaining to the variability in information suggested that Specialists should have knowledge of aircraft performance characteristics as well as local area knowledge, and should understand the variances in experience level of the pilot and provide information accordingly. Lastly, many participants indicated that if they call FSS and get a briefer with a “bad” attitude or who doesn’t seem helpful, they hang up and call back – even multiple times – until they reach a briefer or Specialist whom they believe can and will provide them with what they need.

- **Temporary Flight Restrictions (TFR).** The majority of comments contained at least some input regarding Temporary Flight Restrictions, or TFRs. Many participants expressed a great deal of concern over the lack of procedures or policies regarding the implementation of TFRs (the tendency of TFRs to “pop up” with little or no notice). Several respondents described instances where they contacted an FSS facility for TFR information, but were informed that some or all TFR data was unavailable. Many participants indicated that TFR data, as currently presented, is extremely complex, and that graphic representations of TFRs would be extremely helpful to them in pre-flight briefing, flight planning, and flight execution. Many respondents indicated that the primary reason they contact FSS facilities for briefings is for compliance with Federal Aviation Regulations: to ensure that there is a “record” of their attempt to obtain TFR information from FSS in order to protect themselves in the event of an incident where they inadvertently enter restricted airspace. Respondents indicated that there is a need for regulatory or procedural measures with regard to the implementation of TFRs and the dissemination and availability of this information for pilots.
- **Notices to Airmen (NOTAM).** Many comments described problems with NOTAM information. Several respondents indicated that much of the NOTAM information available is unclear, outdated, inaccurate, not available, and that on occasion, NOTAM information is not provided by FSS (it is either missed or skipped).
- **Radios.** A few comments pointed out the need for improved radio coverage in remote areas of the United States. Many participants felt that radio wait times are excessive in some cases, but attributed the wait times to excessive workload at the facilities and/or inadequate staffing.
- **Automation.** Many respondents indicated that computer systems can not replace the analysis and interpretation of data performed by FSS Specialists. Similarly, they specified that the interactivity of speaking to a person and asking questions can not be adequately substituted by any automated means. Several comments indicated that automated weather and automated announcements are very often not useful, in that too much information that is not applicable to their particular flight is provided, or that the information provided is outdated and untimely. Comments described the voice mail/automated phone system menus as unintuitive. Participants also indicated that these types of menus change often, making it difficult to make the correct selections. Additionally, excessive time waiting to go through unnecessary recorded information to get to the appropriate menu selection or to a briefer were noted. Several comments also pointed out that the quality of recorded data is poor, both in terms of enunciation and volume.
- **Flight Plans.** There were a number of comments provided with regard to lost flight plans, although very few details describing the conditions under which these plans



were filed were provided. The details provided, however, suggest a recurrent problem regarding return legs filed via DUATS.

- **Wait Times/Response Times.** Excessive wait times, particularly with reference to telephone wait times to get to an FSS Specialist, were noted by most of the participants. Some comments reflected assumptions by users as to why the wait times are so long, including: excessive workload at some facilities (Leesburg especially); excessive volume of contacts based on required communication to meet security requirements (restrictions necessitate contact with an FSS facility); poor equipment and systems; inadequate staffing; training issues; and the ability of specialists to brief and interpret data versus just reading data.
- **Weather Information.** Many comments regarding weather information described weather data provided as too complex. Most participants indicated that Specialists tend to be overly conservative in their weather interpretation; many felt that VNR recommendations are provided unnecessarily or that bad weather conditions are often exaggerated.
- **Cellular Phone Usage.** Many comments identified a problem with automatic routing to home FSS facilities based on caller identification when cell phones are used. Although some participants suggested that they prefer to (and often do) call their “home” FSS facility when they are in a different location (primarily due to established relationships with local FSS personnel or for consistency of service), the overall consensus appeared to be that users would prefer to be routed to the FSS nearest their actual location at the time of the call, so that they may obtain information from a Specialist who is familiar with the local area, local weather, and local restrictions.

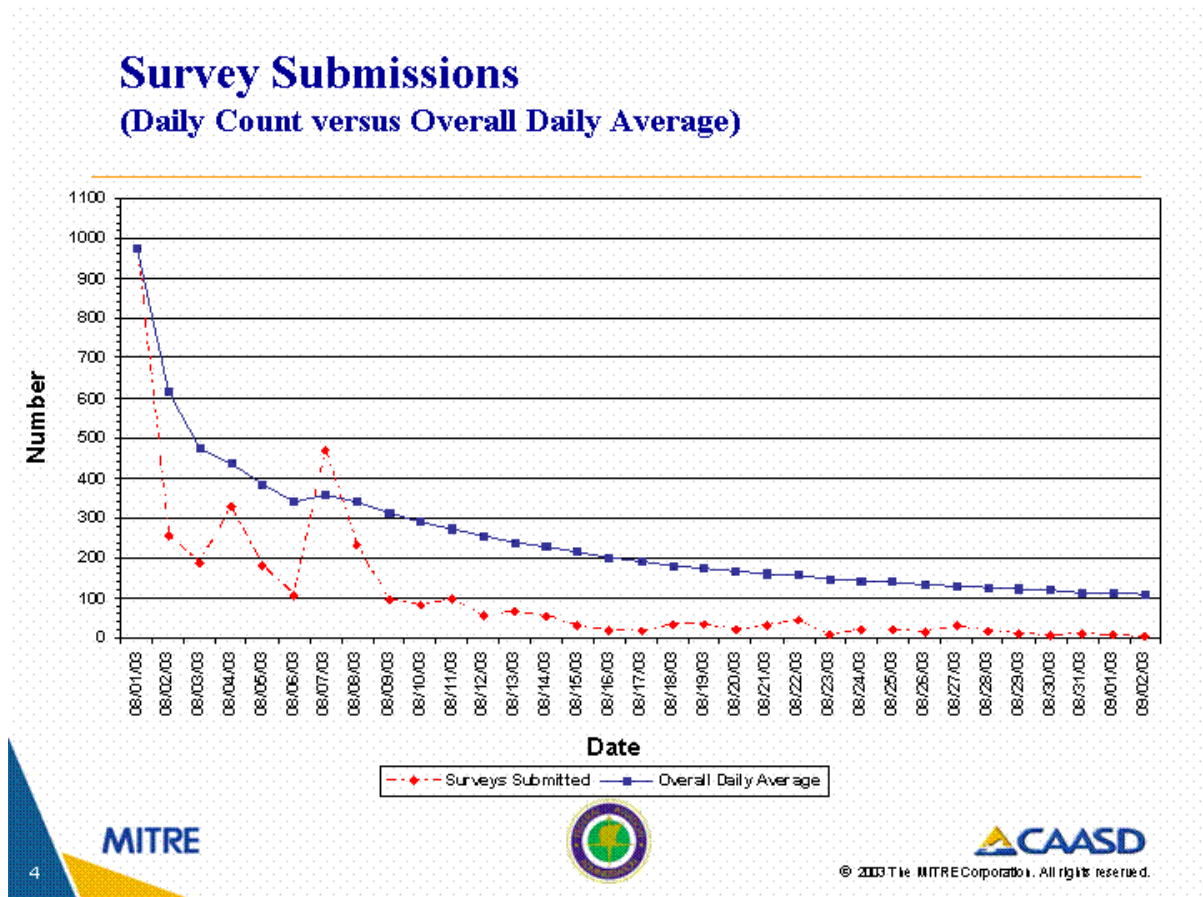
### 3.5 Additional Background Statistics

Additional background statistics were analyzed regarding the number of survey responses that were received each day and the length of time it took respondents to complete the survey. This data was recorded and stored behind the scenes, and was used only to validate assumptions regarding:

- Duration of accessibility: was the amount of time (duration, in days) that the survey was available online adequate, such that potential respondents had a reasonable and adequate amount of time to participate in the survey?
- Duration of the survey: was the survey itself (structure/content) of an appropriate length such that participants were able to complete the survey at or below the estimated time to complete?

The rate of survey submissions was tracked in real-time, and daily totals were kept based on the timestamp recorded for each data record. The overall daily survey submission rate

(average) was 108 records per day. The maximum number of submissions in one day was 975 (recorded on August 1, 2003), and the minimum number of submissions in one day was 2 (recorded on September 2, 2003). The daily submission counts and their comparison to the overall daily average are provided in Figure 3-64.



**Figure 3-64. Survey Submission Rate (Daily Count versus Overall Daily Average)**

Each individual survey was expected to last approximately 20 minutes. The actual time to complete (for each data record) was calculated by recording the start time (the point at which the first page of the survey was accessed), the stop time (the timestamp when the data record was submitted), and calculating the difference, in minutes, between the two times. Overall, the average time to complete (for all respondents) was 23 minutes.

### 3.6 Problem Reports

Participants were provided with an email address to contact CAASD if they experienced any problems with the survey. Messages received at this address were reviewed daily, and each problem report was investigated with resolution information being sent directly back to the original respondent. The submission rates for problem reports are shown in Figure 3-65. The total number of problems reported were 81, of which sixty-five percent (65%, N=53) were registration-related issues, twenty-five percent (25%, N=20) were loading issues and the remaining ten percent (10%, N=8) were comments or general questions.

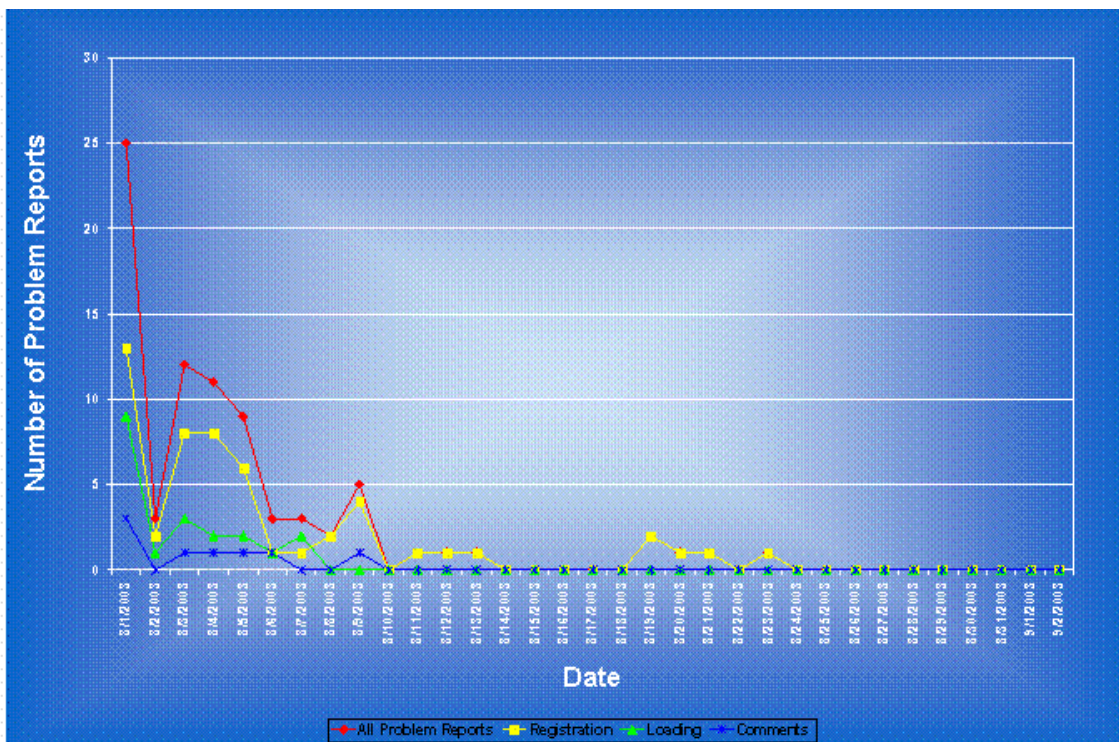


Figure 3-65. Problem Reports

#### 3.6.1 Loading

In the early phases of implementation, a recurrent problem was discovered where some users were unable to load the survey form. As part of the security and validation mechanism, the survey application checked that the user was being sent to the verification form from the "welcome" page. This was done by checking an environmental variable that the web browser provides to the server which identifies the referring page (the previous web page

they came from). If the referring page was not on the same server (mitrecaasd.org), then the user was redirected back to the survey. It came to our attention that an existing bug in Microsoft's Internet Explorer browser (Version 6 for Windows XP), which did not properly identify the referring page, caused the user's web browser to be continuously redirected to the same URL (in an infinite loop), thus never allowing the web page to display. When this was discovered, this particular security check was disabled and the form then worked properly for the users experiencing that problem.

An additional load-related issue also occurred during the first few days that the survey was active. Due to high volume on our web site, the server load was exceptionally high and performance of our site slowed dramatically. During this period of high volume, we were making adjustments to our system to accommodate the higher traffic loads and to improve the response time. This problem was noted on our Frequently Asked Questions page, and participants were encouraged to attempt the survey at a later time in the day when the load on our server appeared to be lower.

### **3.6.2 Registration and Accessibility**

On the registration page, participants were asked to provide the last five (5) digits of their airmen certificate number and their zip code. Sixty-five percent (65%) of all problems reported were registration-related issues, where the participants submitted their registration/validation information, received a verification error message, and hence were unable to gain access to the survey. It was concluded that there were two categories of errors which occurred relative to registration and accessibility: participant input error and data file error.

Participant input error was further classified into four sub-categories:

- Incomplete airmen certification number: Four percent (4%, N=3) of all problems reported were determined to be instances where the respondent provided an incomplete airmen certification number at registration. In these cases, participants entered in the last four digits of their certificate number; the last five digits were required in order to access the survey.
- Inaccurate airmen certification number. Nineteen percent (19%, N=15) of all problems reported were determined to be instances where the respondent provided an incorrect airmen certification number. In these cases, there were several possible

causes for the input error: (a) inadvertent typographical error, (b) numerical transposition, or (c) entry of an incorrect certificate number.<sup>38</sup>

- Inaccurate zip code. Twenty-seven percent (27%, N=22) of all problems reported were determined to be instances where the respondent provided an incorrect zip code. In most cases, the participant had recently changed their mailing address but had not notified the FAA of the address change, so the zip code submitted did not match the zip code on file with the FAA.
- “Dash-40” airmen certification numbers. A number of airmen certificates issued in the 1940-1941 timeframe contain a dash (“-“) at or near the end; this was a numbering convention temporarily used by the FAA during that period. Individuals who had certificates which use this convention were informed, via the Frequently Asked Questions page, to include the dash (“-“) as one of the five digits. (For example, if their certificate number was 1234567-40, they were told to enter “67-40” as their airmen certificate number. There were no problems reported relative to this particular issue.

Data file error refers to describe a problem which was discovered with the data file received from the Airmen Certification Branch in Oklahoma City. The original airmen certificate data file was received by CAASD on 15 July 2003. This file contained the certificate numbers and zip codes for all U.S. pilots on file with the FAA, and it was populated with data which had been generated by a query performed on the pilot records at the ACB. Several potential participants reported receiving registration errors when they attempted to access the survey. The initial investigation at CAASD revealed that all of these reports originated from individuals whose pilot certificate numbers were not included in the data file CAASD received in July. Further investigation at the ACB revealed an input error in the query which was used to generate the original data file; this error inadvertently excluded several hundred thousand pilot records from the data file.

A new query was run at the ACB, and on 5 August 2003 an updated data file containing an additional 419,189 pilot records was delivered to CAASD. The survey verification database was updated, and the participants who had submitted problem reports were asked to attempt to access the survey. Additionally, a notice was added to the Frequently Asked Questions page which described the problem and resolution. All participants who had submitted the problem reports for this particular error were able to successfully access the survey, and no additional problems of this nature were reported.

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<sup>38</sup> Beginning June 1, 2002, the Airmen Certification Branch stopped issuing original certificates with Social Security Numbers (SSN) as certificate numbers. There were several instances where respondents were unaware that a new certificate number had been assigned to them, so they attempted to enter in the last five digits of their SSN instead of the newly-issued certificate number on file with the FAA.

## Section 4

# Conclusions

**FSS and DUATS:** *Collectively, the data indicates that there may be issues with both the users' perception of the trustworthiness of DUATS data, and also with the users' perception of their own aptitude for interpreting the data provided by DUATS.* Almost all respondents obtain weather information from FSS, although a significant number of participants obtain weather information from a variety of resources. DUATS appears to be primarily used to obtain weather and NOTAM information, with the majority of participants indicating that they obtain meteorological information from DUATS at least half of the time. Consequently, weather and NOTAM information is of greatest value with regards to DUATS services, and accessibility and convenience are the most common reasons for using DUATS. However, the majority of participants revealed that they use FSS to verify or validate the information they obtain from other sources, and that they often validate DUATS data via FSS. Participants most commonly request Standard Briefings, or the most complete form of weather briefings available from FSS, and respondents indicated that they are confident in the reliability of information received from FSS Specialists. Additionally, weather data was described as "complex" in many of the comments.

*The data suggests a lack of confidence in and waning acceptance of the use of DUATS for flight plan filing.* While respondents indicated that they use multiple systems and services (including DUATS) for flight planning and to file flight plans, FSS is the predominant means of filing flight plans. Problems with filing flight plans noted in the comments provided by participants include: the inability to file ADIZ flight plans via DUATS and lost flight plans (specifically, a recurrent problem with the return legs of flight plans filed via DUATS).

**Use of FSS Services:** *The data suggests user reliance on the accuracy and timeliness of the information available via FSS and also on the data interpretation skills of the FSS Specialist.* FSS services are used frequently, with the most commonly used services being Weather Briefing, NOTAM, PIREP, Flight Planning, EFAS and In-flight Services. Participants indicated that they are most likely to contact an FSS facility during adverse, deviating or rapidly changing weather conditions, or when flying in areas that are unfamiliar to them, particularly when flying in areas which require compliance with National Security procedures. Most respondents indicated that FSS is their primary provider of aviation-related National Security information. In comments, however, many participants indicated a great deal of concern over the implementation of TFRs, the complexity of TFR data, and the dissemination of this information to pilots. Similarly, NOTAM data was described as complex, inaccurate, outdated, and often unavailable.



**Methods for Obtaining Flight-Related Information:** *Although users find web-based information and services valuable, they are very reluctant to lose human-in-the-loop services, and will use person-to-person services despite the availability and convenience of alternative methods. The data further indicates that users would like access to more (or all) flight-related information (via the web as well as through any other means available). However, the availability of this information should not replace the interaction with Specialists, but rather supplement the collaborative efforts between the pilot and FSS.* The most popular methods of obtaining flight related information are by telephone (standard and cellular) or via computer/Internet. Response time experienced seemed to be consistent with the response time considered acceptable for non-radio interactions with FSS, yet many participants indicated that telephone wait times to get to a Specialist for a briefing are excessive. The automatic routing of cell phone calls to FSS facilities based on caller identification was noted as a problem among participants. The majority of respondents indicated that web-based services are more important than walk-in/counter services; however, most participants indicated in their comments that they prefer person-to-person contact, counter briefings, and the ability to walk into FSS facilities. The comments provided by the participants identified that while they welcome the idea of improvements to existing or implementation of additional web-based services, they believe that the interactivity and collaboration between pilots and FSS Specialists is vital and can not be adequately substituted by any automated means. Further, the security restrictions which have limited or eliminated access to FSS facilities are being met with much criticism.

**Performance of Flight Service Stations:** *The quality of information and services received from FSS overall meets the needs and expectations of the users; however, the usefulness of the information and function provided by automated telephone and broadcast services are not suitable.* Quality of information, accuracy of information, and quality of service were ranked as the most important items relating to FSS services. Overall, the majority of respondents indicated that the current level of service they receive from FSS meets their expectations. Additionally, all except one of the services provided by FSS facilities received performance ratings of excellent. Aviation Weather and Information Broadcast Services received a rating of above average, which is consistent with their comments that automated voice services (automated weather, announcements, voice mail menus) are unintuitive, of poor quality, and often provide information that is not useful. Participants suggested that although the performance of existing services met their expectations, these services would be much improved if FSS personnel had better systems and accessibility to crucial information (i.e., TFR and NOTAM data).

**Interactions with FSS Specialists:** *The users value the skills and abilities of FSS Specialists. The data also shows that users are very dependent upon their interactions and collaboration with Specialists, despite occasional inconsistencies in the level/type of services from Specialist to Specialist or facility to facility.* Improved interactivity with Specialists, enhanced data interpretation, and personalization of services were ranked as the most

important areas for improvement with regard to FSS or FSS-related services. Interactions with FSS personnel were mostly described as positive, although there were a number of comments which indicated issues with training, skills, and demeanor of some Specialists. Nearly all participants indicated that the most desirable characteristics or knowledge areas for FSS Specialists are local weather and local area knowledge. Most participants agreed that amount of local geographic knowledge that the Specialist possesses has a direct impact on the quality of information they receive from that Specialist. Further, participants agreed that the amount of knowledge that the Specialist possesses regarding local geography, weather and services has a direct impact on safety. Most respondents revealed that Specialists are able to brief to their level of experience, even though nearly half of all participants indicated that they are never asked what their experience level is when they obtain a weather briefing. Conversely, many participants suggested in their comments that some Specialists are unable to brief to their level of experience and provide them with either too much or too little information. Data interpretation by FSS Specialists is most valuable in the areas of weather, NOTAMs, and local information; yet Specialists were cited as being overly conservative in their interpretation of the weather.

**Wrap-up Statements:** Overall, users described their experiences with FSS as useful, acceptable, helpful and positive. Most participants identified specific facilities they use and whether these facilities have (or in some cases, have not) met their needs and expectations. Respondents stressed that the services provided by FSS are fundamental to aviation safety. The participants are not in favor of the removal of FSS services from government control or in fee-based services; however, they desire improvements to services, systems, and accessibility (particularly accessibility to facilities and accessibility to information and services). Respondents expressed concern in the possibility of the loss of or reduction in existing services.

**Survey and Respondents:** *There are several factors which may have influenced the results of the survey.* All experience levels appear to be adequately represented; however, most respondents hold a Private Pilot Certificate, Instrument and Airplane Single-Engine Land Ratings, and have less than 1,000 hours of flight experience. Similarly, although all geographic regions and FSS facilities seem to be sufficiently represented, the most common response from participants was that they principally fly in the Southern Region and most often use the Leesburg FSS facility. Respondents indicated that they primarily fly for pleasure or personal use, typically within a distance of 250 nautical miles, in both IMC and VMC conditions; still, all types of flying, distances of typical flights, and conditions flown under were represented in the results. The correlation between survey participants and the entire population of certified US pilots is unknown. Participants were self-selected; that is, although the sample population was random within the entire population, no effort was made to ensure adequate input from all possible user groups. The results of the survey may have been influenced by the implementation of the survey itself. The survey was an Internet-based application; so users without access to computers or the Internet or users who are wary

of web-based applications were not able to participate. There may have been users who attempted to participate in the survey, but experienced a problem and did not report it. If they were unable to resolve the problem on their own, they may have not participated in the survey. The length of time that the survey was available to potential participants online appears to be adequate, although there is no statistical data to support that supposition.

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**Appendix A**  
**Flight Service Station Survey**

## ***Welcome to the Flight Service Station (FSS) Survey***

This web-based survey is being conducted by the MITRE Corporation's Center for Advanced Aviation System Development (CAASD) to gain a better understanding of how pilots use Flight Service Stations and related services, as well as the expectations they have regarding these services. Individual experience and background may vary; however, persons interested in participating **must** be certified pilots and should have experience with Flight Service Stations or FSS-related services. **This survey is limited to U.S. residents only.**

Each individual survey lasts approximately 20 minutes. You will progress through a series of online screens; please be sure to answer each of the questions presented to you. When the survey is completed, you will receive a message indicating that your responses have been successfully submitted.

All pilot participation is strictly voluntary, and all data collected will be confidential. Personal information will **not** be associated with any responses; overall results received will be reported in "aggregate" form only. Participants may withdraw at any time if they so choose; however, partial data or data from incomplete surveys will not be saved or included in the overall survey results.

The contents of this material reflect the views of the author and/or the Director of the Center for Advanced Aviation System Development. Neither the Federal Aviation Administration nor the Department of Transportation makes any warranty or guarantee, or promise, expressed or implied, concerning the content or accuracy of the views expressed herein.

Thank you for your interest in the Flight Service Stations online survey. If you have questions or would like additional information prior to taking the survey, please visit our Frequently Asked Questions (FAQ) page. [<INSERT LINK TO FAQ PAGE>](#)

- I have read the above information and I wish to take the survey.
- I have read the above information, and I ***am not interested in participating in the survey at this time.***

[<INSERT "CONTINUE" BUTTON>](#)

## ***Registration Input***

Please provide the last 5 digits of your pilot certificate number. (Please note: if the last 5 digits of your airmen certification number includes a dash ("-"), please count the dash ("-") as one digit.) **Last 5 digits of pilot certificate number:** <5-DIGIT NUMERIC INPUT>

Please provide the zip code which appears on your pilot certificate. **Zip code:** <5-DIGIT NUMERIC INPUT>



## Page 1: Background and Experience

Please provide the following information regarding your flight background and experience:

1. What Federal Aviation Administration (FAA) certificates and ratings do you currently hold? (Please check all that apply and provide all applicable ratings, including type ratings, as appropriate.)

- Student       Recreational       Private       Commercial       Airline Transport  
 Instrument       Additional Rating: <TEXT INPUT, 20 CHARACTERS>  
 Flight Instructor       Additional Instructor Rating       Ground Instructor

- Rotorcraft       Balloon       Airship       Glider       Powered-Lift  
 Airplane Single-Engine Land       Airplane Single-Engine Sea  
 Airplane Multiengine Land       Airplane Multiengine Sea

Other: <TEXT INPUT, 40 CHARACTERS>

2. What are your total hours of flight experience (total time)? <6-DIGIT NUMERIC INPUT>

3. Approximately how many times have you flown in the past 12 months? <6-DIGIT NUMERIC INPUT>

4. Which of the following best describes the **type** of flying that you primarily engage in?

- Student  
 Pleasure or personal use  
 Instructional  
 Corporate  
 Airline  
 Other: <TEXT INPUT, 40 CHARACTERS>  
 Not applicable / I do not wish to answer this question.

5. In what geographic regions do you principally fly? (Please check all that apply.)

- New England Region, United States (ME, VT, NH, CT, RI, MA, NY)  
 Eastern Region, United States (NJ, PA, MD, DE, VA, DC, WV)  
 Southern Region, United States (NC, SC, GA, FL, AL, MS, TN, KY)  
 Great Lakes Region, United States (OH, MI, IN, IL, WI, MN, ND, SD)  
 Central Region, United States (IA, MO, NE, KS)  
 Southwest Region, United States (AR, LA, OK, TX, NM)  
 Northwest Region, United States (CO, UT, WY, ID, MT, WA, OR)  
 Western Pacific Region, United States (CA, NV, AZ, HI)  
 Alaska Region, United States (AK)  
 International, North America (Canada)  
 International, Caribbean/Gulf of Mexico (including Mexico)  
 International, Central/South America  
 International, Trans-Atlantic  
 International, Trans-Pacific  
 Other: <TEXT INPUT, 40 CHARACTERS>

6. Which Flight Service Station (FSS) facility (or facilities) do you principally use? (Please check all that apply.)

- Albuquerque (ABQ) AFSS, New Mexico       Bridgeport (BDR) AFSS, Connecticut  
 Altoona (AOO) AFSS, Pennsylvania       Buffalo (BUF) AFSS, New York  
 Anderson (AND) AFSS, South Carolina       Burlington (BTV) AFSS, Vermont  
 Anniston (ANB) AFSS, Alabama       Casper (CPR) AFSS, Wyoming  
 Bangor (BGR) AFSS, Maine       Cedar City (CDC) AFSS, Utah  
 Boise (BOI) AFSS, Idaho       Cleveland (CLE) AFSS, Ohio

- |                                                               |                                                                          |
|---------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="checkbox"/> Columbia (COU) AFSS, Missouri        | <input type="checkbox"/> McGrath (MCG) FSS, Arkansas                     |
| <input type="checkbox"/> Dayton (DAY) AFSS, Ohio              | <input type="checkbox"/> McMinnville (MMV) AFSS, Oregon                  |
| <input type="checkbox"/> Denver (DEN) AFSS, Colorado          | <input type="checkbox"/> Miami (MIA) AIFSS, Florida                      |
| <input type="checkbox"/> De Ridder (DRI) AFSS, Louisiana      | <input type="checkbox"/> Millville (MIV) AFSS, New Jersey                |
| <input type="checkbox"/> Elkins (EKN) AFSS, West Virginia     | <input type="checkbox"/> Montgomery County (CXO) AFSS, Texas             |
| <input type="checkbox"/> Fort Dodge (FOD) AFSS, Iowa          | <input type="checkbox"/> Nashville (BNA) AFSS, Tennessee                 |
| <input type="checkbox"/> Fort Worth (FTW) AFSS, Texas         | <input type="checkbox"/> Oakland (OAK) AIFSS, California                 |
| <input type="checkbox"/> Gainesville (GNV) AFSS, Florida      | <input type="checkbox"/> Prescott (PRC) AFSS, Arizona                    |
| <input type="checkbox"/> Grand Forks (GFK) AFSS, North Dakota | <input type="checkbox"/> Princeton (PNM) AFSS, Minnesota                 |
| <input type="checkbox"/> Great Falls (GTF) AFSS, Montana      | <input type="checkbox"/> Raleigh (RDU) AFSS, North Carolina              |
| <input type="checkbox"/> Green Bay (GRB) AFSS, Wisconsin      | <input type="checkbox"/> Rancho Murieta (RIU) AFSS, California           |
| <input type="checkbox"/> Greenwood (GWO) AFSS, Mississippi    | <input type="checkbox"/> Reno (RNO) AFSS, Nevada                         |
| <input type="checkbox"/> Hawthorne (HHR) AFSS, California     | <input type="checkbox"/> Riverside (RAL) AFSS, California                |
| <input type="checkbox"/> Honolulu (HNL) AFSS, Hawaii          | <input type="checkbox"/> St. Louis (STL) AFSS, Missouri                  |
| <input type="checkbox"/> Huron (HON) AFSS, South Dakota       | <input type="checkbox"/> St. Petersburg (PIE) AFSS, Florida              |
| <input type="checkbox"/> Islip (ISP) AIFSS, New York          | <input type="checkbox"/> San Angelo (SJT) AFSS, Texas                    |
| <input type="checkbox"/> Jackson (MKL) AFSS, Tennessee        | <input type="checkbox"/> San Diego (SAN) AFSS, California                |
| <input type="checkbox"/> Jonesboro (JBR) AFSS, Arkansas       | <input type="checkbox"/> San Juan (SJU) AIFSS, Puerto Rico               |
| <input type="checkbox"/> Kankakee (IKK) AFSS, Illinois        | <input type="checkbox"/> Seattle (SEA) AFSS, Washington                  |
| <input type="checkbox"/> Lansing (LAN) AFSS, Michigan         | <input type="checkbox"/> Terre Haute (HUF) AFSS, Indiana                 |
| <input type="checkbox"/> Leesburg (DCA) AFSS, Virginia        | <input type="checkbox"/> Wichita (ICT) AFSS, Kansas                      |
| <input type="checkbox"/> Louisville (LOU) AFSS, Kentucky      | <input type="checkbox"/> Williamsport (IPT) AFSS, Pennsylvania           |
| <input type="checkbox"/> Macon (MCN) AFSS, Georgia            | <input type="checkbox"/> Other: <u>&lt;TEXT INPUT, 20 CHARACTERS&gt;</u> |
| <input type="checkbox"/> McAlester (MLC) AFSS, Oklahoma       | <input type="checkbox"/> None                                            |

7. What is the typical distance that you fly?

- Local area only (less than 100 nautical miles)
- 100-250 nautical miles
- 251-500 nautical miles
- 501-1,000 nautical miles
- More than 1,000 nautical miles
- Not applicable / I do not wish to answer this question.

9. Which of the following systems or services do you use to **obtain weather information**? (Please check all that apply.)

- Flight Service Stations
- Direct User Access Terminal System (DUATS)
- Automated Surface Observing System (ASOS)/Automated Weather Observing System (AWOS)
- National Weather Service (NWS) Aviation Weather Center (AWC) (<http://www.aviationweather.gov>)
- Aviation Digital Data Service (ADDS) (<http://adds.aviationweather.gov>)
- The Weather Channel (<http://www.weather.com>)
- Air Traffic Control Systems Command Center (<http://www.fly.faa.gov/flyFAA/index.html>)
- Other: <TEXT INPUT, 40 CHARACTERS>

10. Approximately how many flight plans have you filed in the past 12 months? <6-DIGIT NUMERIC INPUT>

11. Which of the following systems do you use to file flight plans?

- I file flight plans via DUATS **ONLY**
- I file flight plans via the local FSS facility **ONLY**
- I use both DUATS and the local FSS facility to file flight plans
- Company dispatch files my flight plans
- Other: <TEXT INPUT, 40 CHARACTERS>

- I do not file flight plans
- Not applicable / I do not wish to answer this question.

12. Do you use any of the following flight planning products? (Please check all that apply.)

- Direct User Access Terminal System (DUATS)
- Cirrus Software for DUATS
- AirCalcPro for PalmOS
- Aeroplanner.com
- ipilot.com
- flightbrief.com
- Other: <TEXT INPUT, 40 CHARACTERS>

13. How frequently do you use Flight Service Station services?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 0-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

## **Page 2: Flight Service Stations**

Please answer the following questions regarding your experience with Flight Service Stations:

14. Which of the following Flight Service Station (FSS) products and services do you use? (Please check all that apply.)

- Weather Briefings
- Flight Plan Services
- In-Flight Services
- Emergency Services/Search and Rescue Services
- Notices to Airmen (NOTAMs)
- Broadcast Services (Aviation Weather and Information Broadcasts)
- En Route Flight Advisory Service (EFAS) / Flight Watch
- Pilot Report Services (PIREPs)
- Regulations and Procedures Services
- Other: <TEXT INPUT, 40 CHARACTERS>

15. Under what unique conditions would you most likely contact an FSS facility? (Please check all that apply.)

- During adverse weather conditions
- When observed weather deviates from forecasted weather
- During periods of rapidly changing weather
- When flying in areas that are unfamiliar
- During special events
- During emergencies
- When flying in areas that require compliance with National Security procedures
- When explanation or clarification of trans-border/international procedures is needed
- Other: <TEXT INPUT, 40 CHARACTERS>

### Page 3

8. Most often, do you fly under Visual Meteorological Conditions (VMC) or Instrument Meteorological Conditions (IMC)?

- IMC only
- Both IMC and VMC, but mostly IMC
- Both IMC and VMC, equally
- Both IMC and VMC, but mostly VMC
- VMC only
- Not applicable / I do not wish to answer this question.

26. How frequently do you contact a Flight Service Station (FSS) facility to **obtain meteorological information**?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

27. Which of the following is your preferred method of **obtaining a weather briefing**?

- Telephone (standard or cellular)
- Counter briefing/walk-up briefing
- Radio briefing
- By other means (identify method of contact): <TEXT INPUT, 40 CHARACTERS>
- Not applicable / I do not wish to answer this question.

28. When requesting a pre-flight weather briefing from a Flight Service Station (FSS) facility, do you most often request:

- Standard Briefing only
- Abbreviated Briefing only
- Outlook Briefing only
- Standard Briefing followed by an Abbreviated Briefing
- Outlook Briefing followed by a Standard Briefing
- Outlook Briefing, Standard Briefing and Abbreviated Briefing
- Other: <TEXT INPUT, 40 CHARACTERS>
- Not applicable / I do not wish to answer this question.

29. How frequently do you use the Direct User Access Terminal System (DUATS) to **obtain meteorological information**?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

30. How frequently do you use the Direct User Access Terminal System (DUATS) to **file a flight plan**?

- 100% of the time (every flight)

- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

31. How frequently do you contact a Flight Service Station (FSS) facility to **file a flight plan**?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

32. Which of the following is your preferred method for **filing a flight plan**?

- Telephone (standard or cellular)
- Radio
- In person
- Via computer/Internet
- By other means (identify method of contact): <TEXT INPUT, 40 CHARACTERS>
- Not applicable / I do not wish to answer this question.

35. How frequently do you use the Meteorological Information for Aircraft in Flight (VOLMET ICAO)?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- 0% of the time (no flights) / I do not use VOLMET ICAO
- Not applicable / I do not wish to answer this question.

36. Which of the following Direct User Access Terminal System (DUATS) services (or DUATS-like, Internet-based services) services do you currently use? (Please check all that apply.)

- Weather Briefings / Textual Weather Information
- Flight Plan (Filing/Modification/Closing)
- Temporary Flight Restriction (TFR) and General Flight Restriction Information
- Notices to Airmen (NOTAMs)
- Weather Graphics
- Temporary Flight Restriction (TFR) and General Flight Restriction Graphics
- Flight Planning
- Other: <TEXT INPUT, 40 CHARACTERS>

37. Which Direct User Access Terminal System (DUATS) services are valuable to you? (Please check all that apply.)

- Weather Briefings / Textual Weather Information
- Flight Plan (Filing/Modification/Closing)
- Temporary Flight Restriction (TFR) and General Flight Restriction Information
- Notices to Airmen (NOTAMs)
- Weather Graphics
- Temporary Flight Restriction (TFR) and General Flight Restriction Graphics
- Flight Planning

Other: <TEXT INPUT, 40 CHARACTERS>

38. Why do you use Direct User Access Terminal System (DUATS)? (Please check all that apply.)

- Value-added (availability of “extra” services)
- Convenience (“one-stop” place to accomplish all tasks)
- Efficiency
- Ease of use
- Graphical representation
- Accessibility (via Internet)
- Other: <TEXT INPUT, 40 CHARACTERS>

39. Approximately what percentage of the data that you receive from Direct User Access Terminal System (DUATS) do you validate or clarify through a Flight Service Station (FSS) facility?

- 100% (all of the information)
- 75-99% (most of the information)
- 50-74% (much of the information)
- 25-49% (some of the information)
- 1-24% (very little of the information)
- 0% (none of the information)
- Not applicable / I do not wish to answer this question.

63. When you don't use FSS products and services, what do you use?

- Weather Channel
- Private weather service
- Nothing
- Not applicable / I do not wish to answer this question.



**Page 4:**

16. How often do you obtain pre-flight information from a Flight Service Station (FSS) facility (e.g., weather briefing, flight plan services, geographical or airport information, etc.)?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

45. For an **average flight**, please indicate what you consider to be an **acceptable** amount of time (duration, in minutes) to obtain a standard weather briefing from a Flight Service Station (FSS) facility: <2-DIGIT NUMERIC INPUT>

Please answer the following questions regarding your opinion of the overall performance of Flight Service Stations in providing you with specific services:

46. How would you rate the overall performance of Weather Briefing Services (including interpretation of weather data, providing telephone briefings, providing face-to-face briefings, providing "VFR-Not-Recommended" (VNR) recommendations, and dissemination of Notices to Airmen (NOTAMs) and air traffic flow control information:

- Excellent
- Above average
- Average
- Below average
- Poor
- Not applicable / I do not wish to answer this question.

54. When obtaining a briefing from a Flight Service Station (FSS) facility, how often are you asked what your level of experience is?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 25-74% of the time (some flights)
- 1-24% of the time (few flights)
- 0% of the time (no flights)
- Not applicable / I do not wish to answer this question.

55. In your last 10 flight briefings with Flight Service Stations (FSS), has the Flight Service Specialist been able to brief to your level of experience?

- Yes
- No
- Unsure
- Not applicable / I do not wish to answer this question.

60. Please indicate your level of agreement with the following statement: I value the interpretation of weather data by the Flight Service Station Specialist.

- Strongly agree
- Agree
- No opinion

- Disagree
- Strongly disagree
- Not applicable / I do not wish to answer this question.

47. How would you rate the overall performance of Flight Plan Services (including receiving, activating, modifying and closing flight plans, providing airport status information, dissemination of Notices to Airmen (NOTAMs), providing geographical information, and relaying Air Traffic Control (ATC) clearances):

- Excellent
- Above average
- Average
- Below average
- Poor
- Not applicable / I do not wish to answer this question.

17. How often do you obtain in-flight information from a Flight Service Station (FSS) facility (e.g., weather advisories, flight plan activation, traffic advisories, airport information, etc.)?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

48. How would you rate the overall performance of In-flight Services (including interpretation of weather data, issuance of weather advisories, dissemination of Notices to Airmen (NOTAMs), flight plan processing/activation/modification/closure, providing airspace status, military flights and Temporary Flight Restriction (TFR) advisories, providing air traffic flow control information, delivering/relaying Air Traffic Control (ATC) clearances, providing airport information and advisories, geographical information, providing hazardous area reporting, providing aircraft position reporting, providing services to aircraft in emergency situations and broadcasting overdue aircraft):

- Excellent
- Above average
- Average
- Below average
- Poor
- Not applicable / I do not wish to answer this question.

49. How would you rate the overall performance of Emergency Services (including providing assistance to aircraft in weather difficulty, aircraft position reporting, in-flight equipment malfunctions, medical emergencies, etc.)?

- Excellent
- Above average
- Average
- Below average
- Poor
- Not applicable / I do not wish to answer this question.

18. How often do you contact a Flight Service Station (FSS) facility **solely** for Notice to Airmen (NOTAM) information?

- 100% of the time (every flight)

- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- 0% of the time (no flights)
- Not applicable / I do not wish to answer this question.

19. How often do you use Aviation Weather and Information Broadcast Services, such as HIWAS (Hazardous Inflight Weather Advisory Service), TIBS (Telephone Information Broadcast System), or TWEB (Transcribed Weather Broadcast)?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

50. How would you rate the overall performance of Aviation Weather and Information Broadcast Services (including recording and broadcasting weather advisories on Hazardous Inflight Weather Advisory Service (HIWAS), Telephone Information Broadcast System (TIBS), Transcribed Weather Broadcast (TWEB), and Meteorological Information for Aircraft in Flight (VOLMET ICAO), announcing changes to recorded information and forecasts, and recording special aviation events):

- Excellent
- Above average
- Average
- Below average
- Poor
- Not applicable / I do not wish to answer this question.

20. How often do you use En Route Flight Advisory Services (EFAS) / Flight Watch?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 50-74% of the time (many flights)
- 25-49% of the time (some flights)
- 1-24% of the time (few flights)
- Not applicable / I do not wish to answer this question.

33. How often do you contact En Route Flight Advisory Services (EFAS) or “Flight Watch” for information as opposed to In-flight radio?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 25-74% of the time (some flights)
- 1-24% of the time (few flights)
- 0% of the time (no flights)
- Not applicable / I do not wish to answer this question.

34. Which of the following are reasons why you would contact En Route Flight Advisory Services (EFAS) or “Flight Watch” for information as opposed to In-flight radio? (Please check all that apply)

- In-flight is unavailable due to excessive radio traffic (busy)
- Can not raise In-flight radio due to altitude/reception problems
- Other: <TEXT INPUT, 40 CHARACTERS>

51. How would you rate the overall performance of En Route Flight Advisory Services (EFAS) or “Flight Watch” (including providing current and forecast weather conditions for en route and destination, issuing weather advisories, providing deviation and alternate destination recommendations, providing route and altitude suggestions, and requesting and receiving Pilot Reports (PIREPs)):

- Excellent
- Above average
- Average
- Below average
- Poor
- Not applicable / I do not wish to answer this question.

21. In the past 12 months, how often have you **filed** Pilot Reports (PIREPs)?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 25-74% of the time (some flights)
- 1-24% of the time (few flights)
- 0% of the time (no flights)
- Not applicable / I do not wish to answer this question.

22. In the past 12 months, how often have you **requested** Pilot Reports (PIREPs)?

- 100% of the time (every flight)
- 75-99% of the time (most flights)
- 25-74% of the time (some flights)
- 1-24% of the time (few flights)
- 0% of the time (no flights)
- Not applicable / I do not wish to answer this question.

23. In what situation(s) would you seek clarification of regulations or procedures from a Flight Service Station (FSS) facility? (Please check all that apply.)

- International flight (origination/destination point outside of U.S. airspace, excluding Canada or Mexico)
- Trans-border flight (origination/destination point in Canada or Mexico, or a portion of the intended route of flight is outside of U.S. airspace)
- Penetration of an ADIZ (Air Defense Identification Zone)
- Class B airspace operations
- Unfamiliar airspace
- Other: <TEXT INPUT, 40 CHARACTERS>

58. Please indicate your level of agreement with the following statement: The level of knowledge that Flight Service Specialists has about the local geographic area and the local weather has a direct impact on the quality of information that they are able to provide to pilots.

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree
- Not applicable / I do not wish to answer this question.

59. Please indicate your level of agreement with the following statement: Familiarity with the local geography, weather idiosyncrasies and area services impacts safety.

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree
- Not applicable / I do not wish to answer this question.

## **Page 5: Method of Information Delivery**

Please answer the following questions regarding the way(s) that you obtain flight-related information:

24. If all of the following were available to you, which ***THREE ITEMS*** describe **your preferred methods** of obtaining flight-related information? (Please select three items only.) <LIMIT SELECTIONS TO A MAXIMUM OF THREE CHECKED BOXES.>

My **three, most-preferred methods** of obtaining flight-related information are:

- Standard telephone
- Computer/Internet
- Cellular telephone
- Personal Digital Assistant (PDA)
- Television
- Radio
- In person/face-to-face
- Interactive person-to-person (e.g., person-to-person contact via camera with shared information)
- Cockpit data link
- Other (identify method of contact): <TEXT INPUT, 40 CHARACTERS>

25. In the last 12 months, how many times have you received flight information via:

- Standard telephone: <5-DIGIT NUMERIC INPUT>
- Cellular telephone: <5 DIGIT NUMERIC INPUT>
- Radio: <5-DIGIT NUMERIC INPUT>
- In person: <5-DIGIT NUMERIC INPUT>
- Computer/Internet: <5-DIGIT NUMERIC INPUT>
- Other means (identify method of contact): <TEXT INPUT, 20 CHARACTERS><5-DIGIT NUMERIC INPUT>

## Page 6: Quality of Services and Performance

Please answer the following questions regarding your opinion of the quality of information and services you receive from Flight Service Stations and the overall performance of FSS facilities:

40. Please select **THREE ITEMS** from the following list which you consider to be **most important to you** regarding the services you receive from Flight Service Station (FSS) facilities. (Please select three items only.) <LIMIT SELECTIONS TO A MAXIMUM OF THREE CHECKED BOXES.>

The **three** items that are **most important** to me are:

- Quality of **information** that I receive from FSS (the usefulness of the data)
- Method** used to deliver information (phone, computer, radio, PDA, etc.)
- Tailoring of services** to my individual experience level and needs
- Speed of delivery/**response time**
- Unique localized services (specific to the needs of the local area)
- Consistency** of services I receive from FSS
- Timeliness** of the information I receive (the age of the data)
- Accuracy** of the information I receive
- Quality of **service** I receive from FSS (the level of customer assistance provided by the FSS Specialist)
- Other: <TEXT INPUT, 40 CHARACTERS>

41. Please indicate your level of agreement with the following statement: “The current level of service that I receive from FSS meets my expectations.”

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree
- Not applicable / I do not wish to answer this question.

42. For each pair of items below, please select the bubble that corresponds to the item that you feel is more important:

|                          | Most Important        | More Important        | Equally Important     | More Important        | Most Important        |                      |
|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------|
| Personal delivery        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Automated delivery   |
| Tailored services        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Speed of delivery    |
| Walk-in/counter services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Web-based services   |
| Consistency of services  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Unique local service |

43. In your last 10 **NON-RADIO** interactions with FSS, what has been the typical response time that you have experienced when you first contact the facility?

- <1 minute
- 1-2 minutes
- 3-4 minutes
- > 4 minutes
- No response from FSS received
- Not applicable / I do not wish to answer this question.



44. What do you consider to be an acceptable **NON-RADIO** response time when contacting an FSS facility?

- <1 minute
- 1-2 minutes
- 3-4 minutes
- > 4 minutes
- Other: <2-DIGIT NUMERIC INPUT>
- Not applicable / I do not wish to answer this question.

52. Please indicate your level of agreement with the following statement: I rely on Flight Service Stations to act as my primary provider of aviation-related National Security information.

- Strongly agree
- Agree
- No opinion
- Disagree
- Strongly disagree
- Not applicable / I do not wish to answer this question.

## **Page 7: Interactions with FSS Specialists**

Please answer the following questions regarding your opinions of the performance of FSS Specialists:

53. Which of the following best describes your level of confidence in the reliability of the information you receive from FSS Specialists?

- Extremely confident
- Moderately confident
- Somewhat confident
- Minimally confident
- Not at all confident
- Not applicable / I do not wish to answer this question.

56. In which of the following areas is data interpretation (by an FSS Specialist) valuable to you?

- Weather
- Flight Planning
- Notices to Airmen (NOTAMs)
- Local information
- None / I don't find data interpretation valuable
- Other: <TEXT INPUT, 40 CHARACTERS>

57. In your opinion, which of the following “desirable characteristics” enhance the ability of FSS Specialists to provide “high-quality” general flight services? (Please check all that apply.)

- Knowledge of aircraft systems
- Knowledge of aircraft performance and characteristics
- Local area knowledge (familiarity with the geographic area where you are flying, local airports, etc.)
- Local weather knowledge (familiarity with local weather phenomena)
- Ability to brief to my level of experience
- Other: <TEXT INPUT, 40 CHARACTERS>

## **Page 8: Comments/Feedback**

61. Of the following, which ***THREE ITEMS*** do you consider to be **most important areas of possible improvement** for Flight Service Station (FSS) or FSS-related services? (Please select three items only.)  
<LIMIT SELECTIONS TO A MAXIMUM OF THREE CHECKED BOXES.>

The **three** items that I consider to be the **most important areas of possible improvement** for FSS (or FSS-related) services are:

- Improved interactivity with specialists (one-on-one, Internet, or in-person)
- Personalization of services (tailoring services to individual experience levels)
- Increased use of automated mechanisms (or methods) for obtaining information
- Enhanced data interpretation
- Better flight planning tools
- Fully-automated, non-human-in-the-loop capabilities
- Other: <TEXT INPUT, 40 CHARACTERS>
- None

62. Please provide any comments you have regarding the services provided by Flight Service Station facilities: <TEXT INPUT, 300 CHARACTERS>

**Appendix B**

**FSS Survey Frequently Asked Questions**

# Pilot Survey Regarding Flight Service Stations - Frequently Asked Questions

## What is the FSS survey?

The Flight Service Station (FSS) survey is being performed by the MITRE Corporation's Center for Advanced Aviation System Development (CAASD).

The objective of the FSS survey is to gain a better understanding of how pilots use Flight Service Stations and related services, as well as the expectations they have regarding these services. The survey environment consists of an interactive online questionnaire.

## What is the purpose of the FSS survey?

The purpose of the FSS survey is to collect feedback on user satisfaction with current FSS services; the importance of specific services, the methods used to obtain flight-related information, and potential areas of improvement for FSS services.

The goal of this research is to support the FAA's modernization study of Flight Service Stations by providing pilots with an opportunity to provide inputs regarding: concerns about the future of FSS services (from the user's perspective); the outcomes the users would like to see from the FSS study; and user expectations about quality and performance in the FSS domain.

## How long does the FSS Survey take and who can participate?

Each individual survey lasts approximately 20 minutes.

We are asking all certified U.S. pilots to help us expand our knowledge of Flight Service Station usage and to help us assess the overall quality and performance of Flight Service Stations. Individual experience and background may vary; however, persons interested in participating **must** be certified pilots and should have experience with Flight Service Stations or FSS-related services. **This survey is limited to U.S. residents only.** In order to verify that you are eligible to participate in the survey, you will be asked to provide a portion of your airmen certification number, as well as your zip code.

All pilot participation is strictly voluntary, and all data collected will be confidential. Personal information will not be associated with any responses; overall results received will be reported in "aggregate" form only. Participants may withdraw at any time if they so choose; however, partial data or data from incomplete surveys will not be saved or included in the overall survey results.

## How does the FSS survey work?

The FSS survey is an interactive online questionnaire. You will progress through a series of online screens and you will be asked several questions on each screen. When the survey is completed, you will receive a message indicating that your responses have been successfully submitted.

It is important that you answer each of the questions presented to you on each screen, and that you complete the survey once you have started, as partial data or data from incomplete surveys will not be saved or included in the overall survey results.

## What type of questions can I expect?

You can expect to be asked questions about your flight background and experience as a pilot, your experience with flight service stations, the methods you use to obtain flight information, your perceptions regarding quality of services and system performance and your interactions with Flight Service Station Specialists.

## When can I take the FSS Survey?

The surveys will be conducted from August 1st to September 2nd, 2003. You may take the survey at any time from August 1st through September 2nd; however, you may **only take the survey one time**. Once you have completed the survey, you will not be eligible to take the survey again.

## My airmen certificate number contains a dash ("-") and I am having trouble registering to take the survey. What do I enter on the registration page?

On the registration page, you are asked to provide the last five (5) digits of your airmen certification number and your zip code. If your airmen certificate number contains a dash at or near the end (e.g. your certificate number is 1234567-40), include the dash ("-") as one of the five (5) digits you enter. For example, if your certificate number is 1234567-40, you would enter "67-40" as your airmen certificate number.

## **I've attempted to register (enter in my certificate number and zip code), but I keep getting an error message or page that says my information is invalid. How do I access the FSS Survey?**

In order to verify that you are eligible to participate in the survey, you are asked to provide the last five (5) digits of your airmen certification number and your zip code. There have been several instances where the zip codes we have on file do not match the zip code shown on the airmen certificate; this can occur when zip codes are changed or updated (through address changes or US Postal Service re-structuring) and the airmen certificate is not re-issued. If your zip code or address has changed since your certificate was issued, you should try to enter in your CURRENT zip code (even if it differs from what is shown on your certificate). If you continue to have problems accessing the survey, you may email us at [caasdweb@mitre.org](mailto:caasdweb@mitre.org).

## **Why is the FSS Survey taking so long to load? Or, why won't the FSS Survey load?**

Due the high traffic volume on our web site, our server load has been exceptionally high and performance of our site has slowed dramatically. We have made several adjustments to our system to accommodate the higher traffic loads and improve the response time. You may want to try to take the survey at a later time in the day when the load on our server is lower.

If you have any additional questions, problems, or concerns, you may email us at [caasdweb@mitre.org](mailto:caasdweb@mitre.org).

## **What if I still have questions?**

- [Learn more about A-76](#) prior to taking the survey
- [Learn more about MITRE-CAASD](#)
- If you have additional questions about the survey itself, you may [email your questions to MITRE-CAASD](#).

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Top of Form

Bottom of Form

***Thank you for your interest in the Flight Service Station (FSS) Survey.***

If you wish to take the survey at a later time, please return to this site and follow the procedures described in the introduction. If you have any questions, please visit the Flight Service Station (FSS) Survey Frequently Asked Question (FAQ) page.



***The registration information you have entered is invalid or can not be verified.***

In order to be eligible to participate in the Flight Service Station (FSS) Survey, you **must be a certified pilot and a U.S. resident**. If you meet these criteria, please return to the previous page and re-submit your registration information.

***Your responses have been successfully submitted.***

**Thank you for participating in the Flight Service Station (FSS) Survey!**

**Appendix C**  
**Comments**

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4:10 AM | 4:30 AM on August 1 | 1458  | If it were not for my location in the Baltimore-Washington area, I would not use the Flight Service Facilities at all to file flight plans. I consider them useless. I would do as I have done prior to 9/11/01, I would get the weather specifics from DUATS and go fly. Filing a flight plan on a nice day is impossible in this area. The phone is busy for long periods of time. I hate it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 4:32 AM | 4:52 AM on August 1 | 400   | I have had only very good service from the flight service stations. I rely on them for flight planning and a safe flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:03 AM | 5:22 AM on August 1 | 11600 | Several briefers in the Dayton FSS have bad attitudes. Several, obviously, have excellent attitudes. My confidence level in those who seem genuinely interested in my safety makes me feel and have a sense of more safety, my best interest at heart, and closure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5:32 AM | 6:06 AM on August 1 | 33    | I would like to see enhanced Internet-based audio/video/graphic/data interactivity between myself (particularly at my level as a student pilot) and the FSS breifer. <...line break...> <...line break...> Also, in some of the questions, above, I have listed 0 to 24% as an answer, simply because I have just begun the cross-country phase of my student training and have only had occasion to use FSS walk-in and DUATS services 4 or 5 times. I can assure you, however, that those instances have proved extremely valuable. Especially the walk-in visits with the excellent staff here at the HNL FSS. I've found the briefers/specialists to be knowledgeable, helpful, and (so it appeared to me, at least) very interested in my needs as a student pilot. I fervently hope such services will continue to be provided by the FSS's. It's one of the things the Federal Government is doing RIGHT!                                                                                                                                                                                                           |
| 5:50 AM | 6:08 AM on August 1 | 150   | One of my fellow pilots was recently intercepted because of a presidential TFR. This TFR had not been published until the last minute, and so he had now way of knowing earlier in the day. Here is a pilot with 40 years of experience who was trying to listen to the radio while up in the air. Even so, he was told that his violation would be taken very seriously. That one experience taught me to ALWAYS contact flight service before taking off since TFR's can pop up all of a sudden. <...line break...> <...line break...> I have been extremely satisfied with flight service, and I prefer as much personal contact as possible -- I can check the computer, but I always prefer to call and talk to a pre-flight breifer to make doubly sure about TFR's. I find the fact that TFR's can just pop up to be deplorable, however, this is not the fault of FSS. I would urge the setting up of standards such as "TFR's shall have a 24-hour lead-time." The exception would be for TRUE emergencies (with the president in town, that is not an emergency - he will have to wait just like everyone else). |
| 5:41 AM | 6:08 AM on August 1 | 1500  | Please don't get rid of the people. I value their interpretation of the information. I like to know what they think about the trends and appreciate that they are familiar with the local weather and geography in any area of the country that I fly in. <...line break...> <...line break...> The automated weather facilities at airports are not reliable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:54 AM | 6:17 AM on August 1 | 2500  | FSS should be the required standard for obtaining weather and NOTAM information. Pilots should be required to contact before each flight to review at least NOTAMS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6:24 AM | 6:50 AM on August 1 | 1580  | Generally quite good, but occasionally find briefers who are brusque, curt and/or do not seem to know what they are talking about.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6:52 AM | 7:06 AM on August 1 | 400   | I have always been extremely pleased with the personal way my interactions were handled. The briefers are always polite and pleasant. They always seem to tailor their briefings to my experience and type of aircraft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6:44 AM | 7:08 AM on August 1 | 800   | I have been very disappointed with the quality of information I get from EFAS, especially in the Macon area. They drone on without having listened to what I need. For exaample, I frequently am IFR and get permission to switch to EFAS; they never seem to hear the fact that I am on an IFR flight plan. I ask a specific question, e.g., "What is the status of the convective activity that was West of Tallahassee?" and then listen to an (uninterruptable) 4 minutes on everything in the South of Georgia through the north of Florida. Then I have to ask my specific question again. They need to be trained to listen! (one last example: I tell them I am IFR; they should spend time telling me the local altimeter setting but every single contact ends with me signing off and them coming back again with the local altimeter). <...line break...> Lastly, I have far too often had EFAS briefers for whom english is not their native language. Between a thick accent, aircraft noise and radio degradation, it is a very poor communication channel.                                                 |
| 6:56 AM | 7:18 AM on August 1 | 700   | By and large, I think the FSS service is excellent. <...line break...> <...line break...> One point that your survey kind of misses is the greatly increased need for me to contact FSS by phone for security needs, TFR's, etc. In the past, I used to use DUATS most of the time, and only verify with a call to FSS if the weather was iffy or if I was leaving on a long trip. These days, I need to call FSS even if I'm just going to do some takeoffs and landings in the pattern, because one never knows when the Pres will decide to drop by for a fundraiser, or the TSA has decided to drop an ADIZ over New York. And, unfortunately, the phone contact with a live breifer is the only verifiable way for me to have gotten "all available information", lest I ever have to justify my actions to a board of some sort. This kind of stuff causes a huge increase in the workload of the FSS's, I'd imagine. <...line break...> <...line break...> Thanks. <...line break...>                                                                                                                               |
| 7:04 AM | 7:19 AM on August 1 | 880   | FSS services have always been very useful but are now even more important in light of the ever changing aecurity issues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:01 AM | 7:24 AM on August 1 | 2245  | In most cases, I find the briefers to be friendly and very helpful and more than willing to tailor my needs as best he/she can ....occasionally I get one that is "tired" or not as personable which leads to less confidence, frustration and less use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:04 AM | 7:25 AM on August 1 | 255   | As a new pilot, I would like the folks at FSS to appreciate how much we (pilots) rely on the reports we receive. Thanks for the help!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:08 AM | 7:29 AM on August 1 | 400   | Their weather should be updated more frequently. They should have access to real-time radar.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:17 AM | 7:34 AM on August 1 | 530   | I am based at AVP, and use IPT FSS for all of my briefings prior to departure. The men and women at that facility are some of the best I have encountered throughout my flight career, and I really rely upon them to help me interpret the WX information I have gathered from other sources prior to my initial contact with them. My normal routine is to acquire WX from the TV and internet, interpret the information to the best of my ability, and then call FSS for a formal briefing. I have found this approach to be very useful in my dialogue with the specialist as I am able to interact with him/her and discuss the WX as I see it and as they see it. The FSS system is a valuable tool for pilots, especially in this ever changing environment of "pop up" TFRs.                                                                                                                                                                                                                                                                                                                               |
| 7:38 AM | 7:48 AM on August 1 | 120   | the men and woman at flight service go out of there way to help you. if you have any questions they are alwasy willing to help you.. they do an excellent job....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:32 AM | 7:49 AM on August 1 | 1720  | I am balloon (LTA) and aircraft (SEL)rated. I find that some FSS personnel talk DOWN to me as a balloon pilot, and have told me that in very certain terms. This experience is isolated to a few individuals but still should never happen.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:36 AM | 7:49 AM on August 1 | 7500  | FSS needs to work on (1) not losing my IFR flight plans, once I file them, (2) I experience long delays while trying to contact FSS by Radio, (3) did I mention they lose a lot of my flight plans?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:29 AM | 7:50 AM on August 1 | 500   | Please open the all FSS to pilots. I have found that the most efficient way to receive a weather briefing is by talking to the specialist while being able to see the computer graphics. While I understand our national security concerns, the FSS should be open to pilots with appropriate security measures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:39 AM | 7:52 AM on August 1 | 4000  | Generally, the best source of flying info I can access to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:32 AM | 7:53 AM on August 1 | 1020  | As one who did a fair amount of Alaska flying after most FSS's were closed.. I firmly believe this service should be automated and contracted out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7:34 AM | 7:56 AM on August 1 | 650   | When there is hazardous weather in the area of your flight (which could be 3 states away to the north, and I'm flying south) no relation to the flight, or possibly in my route of flight....It's virtually impossible for a pilot to decipher what these FSS folks are talking about when they begin to describe the beginning and ending points of a sigmet/airmet. example" 45 s/swest of TIROE to 65 west of dothan to 32 w/northwest of andalusisia to blah, blah, blah." When you are not familiar with these intersections or locations, they rattle these things off likes it's local knowledge to a pilot. Been flying for 7 years now and this could very well be the most useless information they can provide over the phone. FSS briefers have the patience levels of an eastern dicator! They simply come across with this, I know it, see it and you should know it too attitude. It's completely useless and I always ask myself, If it was their ass on the line in an airplane, would they be so rushed to give out useless info? <...line break...> Thanks for the opportunity to give out info. |
| 7:36 AM | 8:00 AM on August 1 | 800   | Basically, I wouldn't want you to change too much! Web-based interactivity would be useful - using 'chat' for weather briefings, for instance, might be good for many pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:36 AM | 8:01 AM on August 1 | 705   | Really liked the ability to walk into remote facilites and have the weather charts gone over by a professional. Of course that was in days gone by before all the budget cuts. But being able to see all the data in real time always helped making a more educated decision. <...line break...> I have used the duats system in the past, but we don't always have a terminal in remote airports. The phone is still the only way to get a weather brief in these locations (Bahamas especially!) I think it would be foolish to cut back the system even more. But I guess if we want the service we will eventually wind up paying for it as you do in other third world nations. <...line break...> Thanks, <...line break...> Will                                                                                                                                                                                                                                                                                                                                                                             |
| 7:40 AM | 8:03 AM on August 1 | 170   | I have found these people to consistently be the most service focused group in a public service functions. They have been patient with me as I have come up the learning curve while insuring I had all the information needed for a safe and enjoyable flight. My hats off to this organization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:48 AM | 8:06 AM on August 1 | 2000  | Overall I think the Flight Specialist are exceptional. The Duats system which I use is a great tool but when you are on the road, so to speak, a live conversation with a specialist is hard to beat.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7:51 AM | 8:06 AM on August 1 | 450   | Leesburg FSS does an outstanding job under the circumstances, but at times is completely overwhelmed by demands placed on it by the massive ADIZ and TFR around the Washington DC area. Although average response time is good, on nice weather weekends, it can routinely take 10+ minutes to reach a briefer by phone to file a DVFR flight plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:53 AM | 8:08 AM on August 1 | 85    | Current quality and readability of Graphical TFR and NOTAM information is terrible. Flight planning is nonexistant or useless. With the current level of TFR's and othre restrictions. Flight planning that is directly integrated with the FSS systems is mandatory but is not economically available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:50 AM | 8:08 AM on August 1 | 950   | IT'S ONE OF THE FEW GOVT. AGENCY THAT EXCEEDS MY EXPECTATIONS. I THINK THEY DO A GREAT JOB.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:50 AM | 8:10 AM on August 1 | 1000  | These people provide invaluable interpretation and analytical skills that I find irreplaceable to my planning needs. they do a GREAT job!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:40 AM | 8:11 AM on August 1 | 346   | I would like the auto-answer menu at the FSS to offer the option of going to a prerecorded listing of all current TFRs updated like ATIS and having the same function on DUATS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:35 AM | 8:11 AM on August 1 | 8000  | I am a law enforcement pilot, typically flying both local area helicopter patrol missions, as well as longer distance fixed-wing transportation and surveillance missions. I use Hawthorne and Riverside FSS's mostly. (Though I use DUATS too.) Hawthorne is professional and almost always friendly and very helpful. Riverside is professional, but less helpful and friendly. When I ask Hawthorne FSS if the Dodgers or Angels have a game today (so I'll know if those TFR's are in effect) they almost always have that info at hand (I think they keep the day's sports page close by!) and can provide it to me, even though it is not required for them to have that info or dispense it. But it is very helpful to local pilots, and I am extremely pleased that they "go the extra mile" to help us have the info we need. And I do not ID myself as a law enforcement pilot, so I am not getting some kind of special treatment from them. Riverside FSS, on the other hand, when I ask them the same thing at the end of a standard briefing ("Any Dodger or Angel games today?") is quick to point out (usually in an imperious, snotty, know-it-all manner) that they do not have that info and are not re |
|         |                     |       | me nothing I can't get from DUATS. But the Hawthorne guys are great; they know what we need, and have that info available, even when it is not part of a standard "GI issue" briefing. They also cheerily give you just what you ask for, without any "attitude", whether it is a standard briefing or an abbreviated briefing/specialized info request. (Riverside FSS seems to tend towards giving you what THEY want to give you - typically a "standard briefing" - regardless of what you ask for. And with an "attitude" of "I know what you need or ought to get, and that is what I am going to give you, regardless of what you asked for.")                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:57 AM | 8:11 AM on August 1 | 159   | When a local TFR popped up this week over my airport, FSS was the ONLY place I could turn to to find out what was truly going on. Although I seldom use the service, I will begin using it more often as the proliferation of TFR's continues. I cannot imagine NOT having the ability to call and speak to a human being to help me interpret weather and TFR data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:58 AM | 8:13 AM on August 1 | 880   | flight watch is a valuable service to me! need to have better radio coverage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:03 AM | 8:15 AM on August 1 | 700   | Doing a very good job with the people that they have available                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:53 AM | 8:16 AM on August 1 | 730   | I use traditional Flight Service offerings most often when planning any type of cross-country flight, but also use them for local flights with students. I truly appreciate being able to double-check my own weather interpretation with someone who's trained to read the same data. I like having the ability to use multiple sources for weather, flight planning, NOTAMs and other information and having a human being help provide redundancy. If our opinions differ, I always go back and check more carefully. If they are the same, I am reasonably sure the conditions will be as expected. <...line break...> <...line break...> I would hate to remove the human element from the chain, and do like the interaction and customer service provided by FSS facilities.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7:58 AM | 8:17 AM on August 1 | 19000 | I am a retired airline pilot who flies a lot in a small plane. I rely heavily on FSS for accurate, up to date information. I use a computer also, but I always go to FSS for the final say so. Most of the FSS folks are excellent. Ever now and then I get someone who acts like it's sheer drudgery to brief me. I appreciate the FSS services! <...line break...> <...line break...> Lyle Prouse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:03 AM | 8:20 AM on August 1 | 8700  | I am very satisfied with the level and timeliness of data received from FSS. My only area for improvement was not mentioned in the survey: Better reception and more timely response to inflight requests.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8:06 AM | 8:21 AM on August 1 | 6200  | I use Lansing, Mi., and am extremely happy with the quality of service. I find that I rely heavily on telephone briefings as opposed to trying to brief on-line. I usually review radar info on the computer or television and then call FSS and take the time to discuss things with the briefer. My concerns are icing and thunderstorms and being able to talk about how things are developing with a knowledgeable briefer who knows Great Lakes weather patterns is EXTREMELY valuable. With the coming of TFRs I also rely heavily on FSS to avoid stumbling into one. My daughter is learning to fly gliders and I was amazed to find out that there is even a soaring briefing available. I have listened in as she had gotten briefings from Lansing and was impressed by the fact the briefer listened to her and spoke to her at her experience level of a young, student pilot and took time to make sure she understood what was being said. As far as I'm concerned, the FSS system is one of the greatest airspace assets in the U.S.                                                                                                                                                                       |
| 8:02 AM | 8:23 AM on August 1 | 17750 | My biggest concern in the new England area is weather. Forecasting around here is black magic at times. I usually take the official forecast with a grain of salt, and throw in some local knowledge and experience. This is where the service from the Bridgeport FSS is invaluable. <...line break...> <...line break...> I like talking to a local FSS for the area I'm flying in. They seem to have a better handle on what's going on with the weather as well as the status of MOA, etc. <...line break...> <...line break...> I would hate to see more automation at the FSS. We need more not less personal contacts when discussing weather, routes and Notams/TFRs. <...line break...> <...line break...> Keep up the good work guys and gals!                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:06 AM | 8:26 AM on August 1 | 1450  | The last three flight plans I filed with DUATS were not on file when I requested them from clearance. When I am in the plane ready to go with the engines running is a bad time to find the flight plan is not available because it was not forwarded by the computer. Being able to see the FAA list of filed flight plans to see if my plan has been filed would be helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:10 AM | 8:29 AM on August 1 | 190   | Although I mainly use the internet services (and I just don't like talking on the phone to ANYBODY) I greatly value the person-to-person interaction when conditions are marginal or I'm looking for advice in my decision making and weather forecasts. I find that many times, especially when looking at NOTAMs and TFRs, the information I get from internet sources (duats, etc) is more up-to-date than the information that the FSS briefers have.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:59 AM | 8:29 AM on August 1 | 1000  | FSS personnel are always professional, and because they are so intimately familiar with the weather/current TFRs and such are able to highlight matters of great importance. Additionally, by contacting a human, the pilot can query on specific items such as PIREP for icing early in the brief and make the go-nogo decision. In marginal weather situations this is a huge safety plus. In general, I prefer FSS briefs because they "paint a clear and complete picture of the weather/flight conditions into the pilot's brain in a consistent and understandable form". I have not been able to obtain that same level of confidence in my information anywhere else.                                                                                                                                                                                                                                                          |
| 7:55 AM | 8:32 AM on August 1 | 490   | The FSS has an important role to play in the <...line break...> Aviation Arena. There are times when a specialist <...line break...> is needed to answer a specific question. <...line break...> I have yet to meet a specialist who did not meet <...line break...> my particular needs. It is my opinion that a big <...line break...> mistake would be to discontinue the system. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:41 AM | 8:35 AM on August 1 | 9700  | ATIS, (and sometimes AWOS/ASOS) announcements, especially at major airports, are much too lengthy, slow and detailed... Flying Single pilot IFR in Class B airspace, it is soften nearly impossible to get "the numbers". The pilot wants to know ceiling, visibility, surface wind and active runway, period...Closed taxiways and ground hazards can be safely obtained by other means                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:25 AM | 8:39 AM on August 1 | 60    | Though I don't use them often, I appreciate being able to do face-to-face briefings when a more precise understanding of the flight environment is needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:22 AM | 8:41 AM on August 1 | 750   | FSS facilities provide a valuable resource for preflight planning. Upgrading their systems to allow them to continue to meet the demands placed on them will improve this resource.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:33 AM | 8:45 AM on August 1 | 220   | Overall experience above expectations, have always received friendly service. Thanks!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:34 AM | 8:48 AM on August 1 | 350   | Fine. You can go ahead and put everything on a computer. But you know what? When it comes down to it, nothing beats two *people* with brains *talking about* what they see and making a go/no go decision. Take this out of the loop--or just make it less accessible--and you WILL see weather-related accidents go up, IMHO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:32 AM | 8:48 AM on August 1 | 503   | The time to talk to a specialist, particularly at the Leesburg FSS, is usually in excess of 15 minutes. This is unacceptable! I have to find ways to "work around this information blockage" at Leesburg. <...line break...> <...line break...> I've received excellent weather briefings from the specialists at the Elkins FSS. Good job there!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:38 AM | 8:49 AM on August 1 | 580   | I do my homework on the Internet, but the conversation with the FSS is critical for any cross country flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:24 AM | 8:50 AM on August 1 | 2300  | They are generally excellent and a computer can never replace an active discussion between a pilot and a briefer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8:38 AM | 8:52 AM on August 1 | 1000  | individual brefers are great. the admin side locally is poorly connected to the needs of pilots and students. ie, ffs was closed for 6 months for remodeling! I have remodelled my office that sees 150+ clients a day without closing.they need to focus on the customer, the pilot and the public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:38 AM | 8:52 AM on August 1 | 1100  | In recent years (~2-3 yrs.) FSS personnel and services have improved dramatically in attitude toward customer service. I think FSS does a great job, considering the FAA bureaucracy and the complexity of the FARs, etc. I appreciate the service the FSS specialists provide. (Incidentally, they were great at OSH again this year). Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:36 AM | 8:52 AM on August 1 | 630   | I only use FSS to get weather interpretation of fronts and convective activity; all the other raw data items I get online. I also use them for D-NOTAM's and NOTAM's with interpretations along my route of flight. I ask for GPS NOTAM's as well since they are not available online yet. I occasionally use fast-file services if I'm in a pinch and can't get online via DUAT's to do it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:26 AM | 8:54 AM on August 1 | 560   | They are very useful tools, and the specialists who staff our local office GRB are very helpfull, I use FSS info to confirm other sources, and provide info on TFRs and NOTAMS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:30 AM | 8:57 AM on August 1 | 170   | In my short experience with FSS briefers, I appreciate their ability to describe a picture of the weather as it will develop over the course of my flight. Equally important is their willingness to share pilot reports, when available, to confirm weather indicators. Their participation in my flight planning is invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:37 AM | 8:57 AM on August 1 | 1100  | ADIZ requirements in the Leesburg FSS area have seriously degraded FSS performance levels in terms of time required to get to a FSS specialist. Being unable to use DUATS for ADIZ filing is arbitrarily causing FSS to spend their valuable time filling in forms rather than delivering services to which their skills actually add value. <...line break...> <...line break...> On two recent flights (last 30 days), ADIZ plans filed telephonically with both Leesburg and Altoona failed to get entered properly into the system, requiring a shutdown and return to flight planning after being in the plane trying to get a clearance. Requiring a briefer to accept ADIZ flight plans rather than DUATS is giving the briefers work that they can't handle without degrading response time or causing operational errors that are disruptive to the entire system and the operational utility of the airplanes in the system. |
| 8:44 AM | 8:57 AM on August 1 | 1500  | the wait on the ground is always acceptable however, in the air ifr a more rapid response is <...line break...> always appreciated. Keep up the good work Thanks <...line break...> Rodney Lockwood <...line break...> Lafayette, N.J. 07848                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |



| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 8:26 AM | 8:57 AM on August 1 | 2598  | In recent years, the experience and reliability of briefers has become quite spotty. Most often, I receive a good briefing, and most briefers will spend time discussing options when weather presents a major problem. Once in a while (about 20% of the time) I get a briefer who seems to have little practical grasp of the weather pattern and its likely effects on private aircraft. This is more likely to be the case with female briefers, unfortunately, and appears to result in part from the FAA's affirmative action programs. I think the greatest improvement that the FAA could make in the FSS system is to hire and promote briefers on the basis of their qualifications and experience rather than to meet gender or racial quotas.                                                   |
| 8:45 AM | 9:00 AM on August 1 | 1500  | need to cut the phone waiting times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:46 AM | 9:00 AM on August 1 | 330   | Most of the time the briefers are pleasant and polite on the phone, but occasionally they act annoyed when a person does not give them all the information they need without being prompted or in the wrong order, such as is common with a student pilot calling for the first time. I think sometimes the briefers need to understand they are there to provide a service to pilots, and they should not seem upset when they have to provide us with the information they seek. However, I would consider my personal experiences with FSS to be helpful and the information they provide has lead me to make several good decisions about weather and safety of flight.                                                                                                                                 |
| 8:05 AM | 9:04 AM on August 1 | 2000  | I rely primarily of the live FSS breifings for the hot air balloon flights locally. The personal interaction is most valuable to me as they can predeict changes that could effect my flight, between hourly forecasts and reports                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:47 AM | 9:07 AM on August 1 | 2700  | I have used and continue to use FSS on a regular basis for a wide variety of uses. The service is great and the people are professional. I am a strong supporter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:55 AM | 9:10 AM on August 1 | 101   | Briefings are sometimes widely vaired from very detailed to very brief. A function of how busy the FSS is?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:46 AM | 9:10 AM on August 1 | 3000  | Regarding briefing tailored to experience, our FSS (Casper) is a small community, most often the briefer knows our callsigns (charter) and knows that we are professional pilots. This is nice, and I get a suitable briefing. <...line break...> The "local knowledge" is very important here, in the mountainous west. I always believe that the briefers have a good feel for local topography and weather patterns, and this allows them to provide a well-informed weather picture. <...line break...> Overall, I am always very pleased with the services that FSS provides. I do use DUATS and other computer based services frequently, but when the weather is bad, that is when I really want the expert assistance provided by FSS. <...line break...> Thanks, and please keep up the good work. |
| 8:39 AM | 9:11 AM on August 1 | 9800  | The FSS specialists do a very good job, but the system needs to be improved. The closing of Local FSS has degraded the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:41 AM | 9:11 AM on August 1 | 1450  | I use telephone breifings most of the time and like to talk with a breifer and ask additional questions that I feel are important for a safe flight. Most if not all of the breifiers are very helpful and in bad weather I rely on them to help me make decisions for a safe flight. I depend on their experiance and knowledge a lot. I find most of their breifings errs on the safe side, which I think is as it should be.                                                                                                                                                                                                                                                                                                                                                                             |
| 8:27 AM | 9:12 AM on August 1 | 1100  | I consider myself to be well above average in weather knowledge and I have had excellent service from FSS. I have been able to make flights that I would have cancelled because the briefer was able to show me a way around weather. I prefer to have a face-to-face briefing because I like the human interaction. Telephone briefings are acceptable and do not diminish the service, but lately, I have had some very lengthy holds (20 min holds twice in the last 6 months). I usually look at internet or television weather prior to contacting FSS so that I have an idea of what to expect and I can concentrate on the briefer's interpretation of what I have seen.                                                                                                                             |
| 8:43 AM | 9:14 AM on August 1 | 325   | When I receive a briefing, the person on the other end of the line has no problem telling me about an unlit tower 20 miles from my destination airport, but they have a hard time telling me about TFR and active or unactive restricted or prohibited areas along my route of flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:02 AM | 9:19 AM on August 1 | 400   | I use DUAT for every flight, contacting FSS only if I need additional interpretation or if computer access is unavailable. I value FSS ability to weed through the mass of data and provide the human-to-human discussion, but only need that where weather is marginal. I was on hold 15 minutes for a briefer on my last call to FSS -- too long.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:05 AM | 9:19 AM on August 1 | 600   | Overall, I am extremely satisfied with the FSS system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:02 AM | 9:19 AM on August 1 | 216   | Don't use this information to make changes that will SCREW UP flight services. The system works great. IT AIN'T BROKE - SO DON'T FIX IT!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:44 AM | 9:19 AM on August 1 | 4000  | Personal contact providing up-to-date information on flight planning, weather and problems along route of flight, i.e., MOAs, etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:04 AM | 9:19 AM on August 1 | 6500  | I don't see why pilots are required to file IFR flight plans in or out of an ADIZ (Washington, DC area) with FSS. How does filing over the phone versus via internet increase security? A person can lie about their identity over the phone but my internet accounts all have passwords and are more easily traceable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 8:52 AM | 9:22 AM on August 1 | 1700  | Just 2 weeks ago, I made a flight to an airport 50 miles away, IFR, requested a standard briefing, and was not informed of a runway closure and ILS outage. I ended up shooting a GPS approach to minimums, instead of an ILS to a 600 foot ceiling. If I had known that this airport had no ILS I would not have made the trip. This situation was very disconcerting. Even if the runway had been closed for some time--it was only about 2 weeks--this type of information needs to be provided in briefings, whether it is FDC notamed or not. Pilots out in the sticks have a hard time getting accurate information for "Distant" locations. Also, eliminations of the classifications of Local and Distant would be good, because when flying several hundred miles you as the pilot should not need to get a new "local" briefing just to get local notams from the local FSS, it does not make sense.                                                                                                                                                                                                                                            |
| 9:03 AM | 9:22 AM on August 1 | 3857  | I find the FSS facilities I contact to be knowledgeable and helpful. It is working well. I suggest little change.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:55 AM | 9:23 AM on August 1 | 3500  | I do not like to call FSS, and very much prefer using electronic briefing because of the time wasted listening to worthless recorded info about foreign weather data not being good, flight restrictions to Afganistan, and other such drivel. <...line break...> <...line break...> After I get past the recorded messages, I find it frustrating to listen to briefers drone on through their "CYA Script Briefing" without any regard to what is really important to the flight involved. Common distractions are security notices and the need to give the "right" response before the briefing can continue. Even though the are or route of the proposed flight does not come close to the geographical ares of concern. <...line break...> <...line break...> With Duats I can get all the data quickly, including Notams, and make a fast sort for the information that applies to my flight. Much more efficient use of my time. <...line break...> <...line break...> I realize that I am taking on responsibilities that less experienced pilots may not be able, or should not be expected to shoulder. <...line break...> <...line break...> |
| 9:14 AM | 9:24 AM on August 1 | 4200  | The veterans that really know weather and can provide interpretation are one-by-one retiring. In too many cases, they are being replaced by "screen readers" - persons who can read what's on the screen but have very limited ability to translate the information into practical terms for use by a pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:00 AM | 9:24 AM on August 1 | 4100  | Gainesville FSS has been extremely valuable to me in delivering express air freight on time in the years 2001 and 2002, especially in the early morning hours. They are doing a great job. <...line break...> Rob Reiding. <...line break...> callsign "Skybox".                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:15 AM | 9:25 AM on August 1 | 270   | Excellent. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:03 AM | 9:25 AM on August 1 | 530   | Briefers are VERY helpful in submitting flight plans that will be accepted by ATC in IFR flying. Typically I get cleared "as filed" when I use a briefer. With automated filing via DUATS there are typically major changes to the routing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:01 AM | 9:26 AM on August 1 | 1200  | The FSS specialists are good at providing what I need to plan a flight. They need to provide what I ask for, as well as info they see as pertinent even if I don't ask, like recent TFR's. <...line break...> <...line break...> The DUATS system gives me many pages of useless info that would take a long time to wade through. NOTAMS are particularly poorly done- every flight I get all the notams for the last decade, or so it seems. They aren't numbered or dated in any logical way.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:08 AM | 9:27 AM on August 1 | 13000 | Overall, they are excellant. <...line break...> Still have a problem with VFR flight plans not being activated or passed on when cancelled. <...line break...> Somehow, it should be automated for the telephone keypad. Everything else is super.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:51 AM | 9:27 AM on August 1 | 190   | FSS could provide more "local" training opportunities to educate (currency training) pilots... Too many pilots are "radio shy" and require ongoing training opportunities - which are few a far between...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:03 AM | 9:27 AM on August 1 | 284   | other pilots that I have visited with have the opion that FSS might be a little too cautious, but FSS has always kept me out of harms way. I trully appreciate the job they are doing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:21 AM | 9:27 AM on August 1 | 500   | <...line break...> Tailoring breifings is important, but I do not want to have to explain my experience level during every call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:14 AM | 9:28 AM on August 1 | 2500  | My two most commonly used: Lansing and Altoona are clearly the best in the country. I have flown in nearly every of the contiguous 48 states. The worst is in the N Carolina area and D.C. area (don't remember names).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:08 AM | 9:28 AM on August 1 | 375   | The questions about walk-in briefings are essentially pointless. There are so few FSS offices compared to when I started flying in the 1970s that it's rare to land or be based at an airport that has an FSS. Also security restrictions post-9/11 make a walk-in briefing more of a hassle than it once was. <...line break...> <...line break...> The closing of FSS' has led to a very distressing loss of local knowledge. Briefers who are sometimes hundreds of miles away just can't have the same level of knowledge about local conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:07 AM | 9:28 AM on August 1 | 2212  | A nation wide id code for the aircraft that will fill in data on the aircraft for the speialist in all FSS's. Expample, in Dallas I use PDS123 and it pulls up my aircraft profile for the specialist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:16 AM | 9:29 AM on August 1 | 400   | The guys and girls at the BNA FSS are absolutely the best! I have worked with several different facilities and I could not be happier with their abilities and their willingness to assist. As an instructor who sends new students timidly to the phone to talk with the BNA FSS, I am very pleased they regularly talk with these folks. They are great teachers as well as weather specialists (not to mention they are patient!!).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:11 AM | 9:31 AM on August 1 | 450   | FSS services are EXTREMELY important to safety and public welfare. Briefer's ability to interpret weather products is critical. They are subject matter experts. Weather information is critical for safety of flight. We are experts in flying aircraft. Our knowledge of weather products and interpretation of those products is very important to us, but it is a secondary function. FSS provides personnel who's primary function is interpretation of weather products. We work together as a team. I use Internet weather products almost every flight to supplement information I obtain in the briefing and to aid in getting the "big picture". There is no way that internet products give the same level of detail or interpretation that we get from the FSS personnel. Also, I find FSS products more reliable than the Internet. Various technical difficulties both at the source and at my end can prevent me from receiving internet-based weather products.                                                                                                                                                                                               |
| 9:23 AM | 9:31 AM on August 1 | 185   | I find FSS procedures lacking when it comes to providing critical national security airspace changes, especially when in a non-local area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:13 AM | 9:31 AM on August 1 | 11000 | ALL IN ALL DOING AN EXCELLENT JOB. USALLY VERY PROMPT WITH INFORMATION AND SERVICES.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:16 AM | 9:31 AM on August 1 | 10000 | <...line break...> Personal interaction is much more important and necessary than computer interaction. Computers cannot answer particular questions, are often hard to find particular info on, and are very time consuming in relation to gathering info from the FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:16 AM | 9:32 AM on August 1 | 89    | I use FSS for cross-countries and local flights with the Civil Air Patrol that are required to use FSS flight plan services. I have always been satisfied, and the people in the stations do have a sense of caring for the safety of each pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:06 AM | 9:33 AM on August 1 | 400   | I have always had very good service with every FSS station I have used. I have taught all my students and other experienced pilots the value of using your services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:15 AM | 9:33 AM on August 1 | 345   | The ONLY problem I've ever had is with some briefers who seem to be rather grumpy. There have been other times, particularly in the air, when talking with Flight Watch or a FSS specialist has been very, VERY helpful for weather updates and last minute NOTAM information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:45 AM | 9:34 AM on August 1 | 1740  | I find the FSS weather briefings invaluable. The briefings I receive are very helpful and timely. As a flight instructor most of my missions are around the same areas. My familiarity with the local weather and geography precludes me from getting briefs on a daily basis. However if the weather is marginal or if I am venturing outside of my little patch then a call to the FSS is mandatory. <...line break...> <...line break...> I find the briefers to be friendly, courteous, knowledgeable and professional. I feel that I speak with someone that I do not like or trust less than 1% of the time. In general I am delighted that the FSS is there for the benefit of aviation. <...line break...> <...line break...> My students utilize the FSS for their cross-country flights. The briefers have shown remarkable patience as my nervous students blunder through their flight plans. Some of these lessons (FSS and student interaction) carry on for 20 to 30 minutes. Generally my students first impression is one of child like amazement. The briefers will really break things down for them in a manner that suits their analytical capabilities. |
|         |                     |       | <...line break...> <...line break...> Also, my students and I have forgotten to close flight plans and we have not been punished or been treated like imbeciles. Thank you. <...line break...> <...line break...> I personally get briefs when the weather is IMC and that is when I find the briefings most useful. I enjoy talking with an objective stranger on the phone. I feel that a remarkable amount of honesty can be produced by two people that share common interests but who have no affiliation and how are not face to face. <...line break...> <...line break...> I value the FSS and feel that they are an integral part of general aviation. <...line break...> <...line break...> My Name is David Williams. I work at Coastal Air and Action Multi Ratings in Groton CT. We use 6 pipers. 3 cherokees: 1072Q, 98190, 507FL, 1 archer: 8623E and 2 senecas 33300, 41382. <...line break...> <...line break...> Any questions 860-449-9555 or smilebyair@yahoo.com <...line break...> <...line break...> Thank you for a great service. David M Williams CFII/MEI                                                                                          |
| 9:19 AM | 9:34 AM on August 1 | 1210  | Excellent service by FSS personnel. My students observe that the same TAF and METAR information is available on the web, and they read along as the briefer is talking. The computer age is here.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:22 AM | 9:34 AM on August 1 | 1300  | I have been very pleased with the service provided by the HHR FSS except for sometimes long delays getting through to a briefer on actual IMC days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:21 AM | 9:36 AM on August 1 | 187   | It is very valuable to me to have another human to cross check my wx interpretation against. Yet another source of automated data would be useless to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:07 AM | 9:38 AM on August 1 | 7380  | I have used Flight Service Station people for 38 years almost entirely for pre flight briefings. I have also relied on them for en route weather. They provide the backbone of aviation safety in my opinion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:20 AM | 9:39 AM on August 1 | 163   | I have always found FSS personnel to be friendly, courteous, and very helpful. I greatly appreciate them being there and have never been "put off" by them. I'm glad they are there.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:24 AM | 9:40 AM on August 1 | 1055  | FSS is a valuable asset to the safety of flight. I require my students to receive wx notam briefings prior to all of their flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:27 AM | 9:40 AM on August 1 | 85    | FSS briefings are great. The ATCS at RDU AFSS provide excellent briefing. I get an excellent weather picture, updated on the notams and my flight plan is always ready for me. Please do not privatize the AFSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:58 AM | 9:41 AM on August 1 | 209   | Slow down when delivering the briefings. I can hardly write down the pertinent information let alone comprehend what is being delivered. That is why I like to get an internet briefing first to stare at the data, then verify with a FSS specialist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 9:09 AM | 9:42 AM on August 1 | 4000  | Wait time for a phone briefing has become much longer since the new software was implemented. <...line break...> <...line break...> In the past week, I've missed 3 phone briefings because I couldn't wait any longer for a briefer, and plugged in my computer to use DUATS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:19 AM | 9:42 AM on August 1 | 1000  | In times of potential adverse conditions, I rely heavily on the interpretation skills of the briefers. I have been impressed greatly with the alternatives and options they have been able to present that have allowed me to safely complete numerous flights. I'd really hate to lose these people!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:24 AM | 9:42 AM on August 1 | 1600  | I have had excellent results when calling any of the FSS stations nationally. They are an excellent group of people with good attitudes!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:32 AM | 9:44 AM on August 1 | 950   | I appauld the work of the Flight Service Specialists. They are a pleasure to work with and do an excellent job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:07 AM | 9:47 AM on August 1 | 8100  | I've flown 33 years - from J-3's across the country with no radios (a few years ago) to the newest corporate jets with the all the automation you could buy. <...line break...> <...line break...> I'm also pretty tech savy - I have all the computers, PDAs, cell phones, and streaming data to them that you could want. <...line break...> <...line break...> There is simply no substitute that I have found for the personal cell phone telephone briefing by an experienced local briefer in the 20 minute drive to the airport. None. To try to replace it will yield inadequate weather and safety information to the pilots and their passengers. <...line break...> <...line break...> Our corporate flight department has 4 pilots - 2 relatively older, and 2 relatively younger. The captain briefs and files the trip. There is a consistently different (and inferior) result when the young guys do it over the computer the night before, than when the (relatively) older guys talk to the briefer on the cell phone on the way to the airport. <...line break...> <...line break...> And I mean important things like missed data by the computer                                                                         |
|         |                     |       | briefing guys - notams, TFRs, omitted significant weather, and missed information because of the computer format. <...line break...> <...line break...> You see, the briefing is really a two way flow - the briefer sends out data, and then the pilot confirms his understanding of the information by the feedback he gives the briefer. Then the briefer checks to see that the understanding is correct - or he reiterates the meaning of the data, and strengthens the message back to the pilot. <...line break...> <...line break...> It's not just the data getting to the pilot, it's that the pilot understands what that data means to the safety of his flight. <...line break...> <...line break...> I don't have time to write about the importance of the local nature of the briefing, but I'm sure others will. And it is important.                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:07 AM | 9:47 AM on August 1 | 1450  | Descriptions of locations in a non-graphical format (TFR's) is almost useless. The FAA must put official graphical representations on line of all things not on the charts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:29 AM | 9:48 AM on August 1 | 440   | Recently, the local IPT FSS changed the recorded weather observations (Pressing 213 or 216 on the voice menu, for example.) They used to provide current observations for the local area weather reporting stations, and now just provide a very high-level overview of the entire area. <...line break...> <...line break...> I'm very disappointed in the change. Since most of my flying is local, knowlege of current weather at each local reporting station helps me decide where I might go, or even if it's worth turning on my computer for a more detailed DUATS report. I don't make a GO decision based on the recording info, but may make a NO-GO decision based on it. <...line break...> <...line break...> The new, high-level overview is totally useless to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:19 AM | 9:48 AM on August 1 | 910   | I am delighted and truly grateful for the information and flight services provided by FSS. This information, the accuracy, the local interpretation contributes significantly to my safety, efficiency, and enjoyment. For example, last evening I was flying locally in the Rochester, NY area with a student and scattered thunderstorms were listed in the area forecast. But the preflight telephone briefing with FSS clearly indicated that (a) there were no local thunderstorms currently visible on their screens, (b) that the distant storms were coming from the west, and (c) concurred that if we flew to another small nearby airport to the west for practice take-offs and landings, we could see if <...line break...> any adverse weather was coming from the west and <...line break...> be able to return eastbound to our "home" airport <...line break...> well ahead of any approaching storm. So instead of blindly cancelling our flight instruction because of a blanket area forecast, the FSS briefer allowed us to enjoy a smooth 90 minutes of valuable flight instruction without any hint of a problem. PLEASE KEEP UP THE GREAT WORK! Keeping it "free" of charge encourages its use and its significant co |
| 9:37 AM | 9:48 AM on August 1 | 275   | I would like to see FSS's have upgraded computer technology. New machines and expanded weather tracking display units.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:30 AM | 9:49 AM on August 1 | 170   | It is very important that the FSS remains fully supported by the government - maintaining funding, support, and not subject to privatization. With the current security concerns and scrutinization of GA, we need them more than ever.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:26 AM | 9:49 AM on August 1 | 1835  | FSS provides and invaluable service. Unfortunately, if I were to have to pay user fees I would not be able to use the service as much. The briefers that I have dealt with are extremely knowledgeable and friendly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:35 AM | 9:50 AM on August 1 | 18    | Delte the phrase "VFR is not recommended it's not up to the briefer to determine this that is why you are checking the weather" <...line break...> Need more briefers in the Miaamia FSS. <...line break...> It takes forever to get one when you call from the Bahamas!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:35 AM | 9:50 AM on August 1 | 100   | Anytime I fly it is a comfort to know that their is sokmeone on the other end of the phone to help me interpert the current weather situation. Their experience is the most important reason not to fully automate FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:17 AM | 9:51 AM on August 1 | 950   | i find fss a very valuable service and would not want to give it up for another system <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Started | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|----------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9:24 AM | 9:53 AM on August 1  | 450   | I support modernization and better equipment for Flight Service. I strongly oppose privatization; the system needs improvement, not replacement. I am against user fees for flight services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:26 AM | 9:53 AM on August 1  | 250   | -I feel a greater need to "ask the right questions;" because I frequently use FSS, I know what to ask for, but info isn't always provided as part of the standard briefing. Pilots unfamiliar with the service may not know what to ask for (ie: P40, ADIZ proc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:29 AM | 9:54 AM on August 1  | 140   | I use a variety of services to obtain weather information but I'm not a trained interpreter or predictor of future weather. Even though I may have a good understanding of what the weather may be I always feel safer speaking with FSS even if it is only a confirmation of what I already suspect. I always appreciate the words "VFR flight not recommended" from a briefer when I'm trying to make a close call on the weather. I can't ask a computer questions or ask for options...only a human at a FSS with knowledge of local conditions can supply that need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:33 AM | 9:56 AM on August 1  | 120   | Great people, we need more personal one on one help. It would be helpful to open the FSS area backup for walkin traffic.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:19 AM | 9:57 AM on August 1  | 4500  | By my answers, it should be evident that I rely 100% on FSS for weather, NOTAM, and flight planning. Although I am familiar and am comfortable utilizing a computer, I feel that the briefing afforded by an individual rather than am machine provides the highest level of safety of flight preparation. Like maintenance on my aircraft, I seek and utilize the best that is available. Anything else, is a shortcut.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:34 AM | 9:57 AM on August 1  | 750   | Lansing FSS is simply the BEST!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:46 AM | 9:58 AM on August 1  | 8500  | Overall EXCELLENT level of services provided. Customer service is great!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:34 AM | 9:58 AM on August 1  | 2600  | Some FAA facilitys have been locked for "security".For an agency supposedly serving the aviation public this is pire stupidity! You don't see seven eleven locking the doors or any other company locking the costumers OUT!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:41 AM | 9:59 AM on August 1  | 177   | The local FSS people have been quite good. However, some of them are MUCH better/friendler than others..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:06 AM | 10:02 AM on August 1 | 4000  | I appreciate having the FSS available. I use TV for long range weather, and then FSS as I get closer for an outlook the day before and then before flight their standard brief. I also look at DUATs - but the interpretative skill of the FSS Specialist are valuable. You don't ask about the recorded TIB briefings for selected areas/routes - they are great for an overall view prior to taking to a briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:23 AM | 10:02 AM on August 1 | 410   | FSS services are very valuable to me. I use them primarily as a back-up to DUATS--normally ask for Abbreviated Briefing. <...line break...> AND I'll call FSS before starting the engine to see if any crazy TFRs have just popped up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:45 AM | 10:02 AM on August 1 | 230   | I don't know who is responsible, but the breifings <...line break...> via computer should be better structured. <...line break...> By having notams in all upper case, not in paragrahp format make them very unreadable and hard to understand. It might be easy for someone that reads them everyday, but for the occassional user, the presentation really stinks. <...line break...> FSS is a nimportant part of my flying and help to keep my out of trouble with the weather and any special airspace regulations at the time of my flight. <...line break...> <...line break...> Thanks much <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:46 AM | 10:03 AM on August 1 | 445   | Occasionally, DUATS has lost a filed flight plan, <...line break...> so I've had to file in the air. <...line break...> On 2 occasions, I've opened a flight plan but <...line break...> when attempting to close at the end of the flight, <...line break...> I've found out it hadn't been opened. <...line break...> <...line break...> Other than that, everything is fine & FSS is very <...line break...> competent, friendly & useful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:46 AM | 10:05 AM on August 1 | 1009  | You guys/gals do a great job! Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:54 AM | 10:09 AM on August 1 | 8900  | I think they are great.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:51 AM | 10:10 AM on August 1 | 2030  | I manage a flight school and FBO. I find FSS valuable for providing Notam information, weather, etc. on a daily basis. Our students use the FSS phone interaction to enhance their training and flight planning. However, when we call for a briefing we frequently get Altoona or something in W. Va. when our local FSS is Leesburg. It seems that something closer than W. Va. would have more personal knowledge of our area <...line break...> which is in Northeastern Maryland.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:44 AM | 10:10 AM on August 1 | 380   | I have tried using flight watch several times in the past year and everytime no one would respond on that frequency. I could talk to a briefer over a VOR or 122.2 and not have a problem but on flight watch nobody ever answers. Also, I believe flight watch is a service misunderstood by most pilots. Additional training in this area would be most helpful. <...line break...> The service FSS provide to us pilots is invaluable because preflight briefers are familiar with the local climate and know to interpret weather data. <...line break...> About filing a flight plan with DUATS. More often than not when filing a flight plan online will information be lost such as the routing or the comments. This should be resolved. There should be some way of verifying that the information was received and processed properly (and I don't mean by calling the FSS). <...line break...> Finally, a comment about the German system. The German FAA imposed a system where every pilot has to dial a 1-900 number to get a preflight briefing. Online briefings are not approved and therefore pilots start getting into the habit of skipping a weather briefing. My word of advice would be not to follow the German exam |
|         |                      |       | charge in the interest of the safety of all pilots and passengers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:38 AM | 10:10 AM on August 1 | 1000  | I think they are a very important part of a no go desicion making.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:49 AM | 10:11 AM on August 1 | 135   | inconsistency amongst briefer's "phone persona", that is some very friendly and personable, some very "mechanical"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------|----------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9:49 AM  | 10:13 AM on August 1 | 3000  | While it has gotten better in the past few years, FSS personnel still seem more bent on "covering their ass" more than helping us. It seems the only thing they want to tell me is "caution for density altitude" on hot days or to tell me about thunderstorms somewhere within 100 or more miles of my flight that have very little chance of effecting my flight. I wish they could appreciate the fact that particularly with summer build ups and thunderstorms, they are usually most circumnavigatable and all the gloom doom they try to portray is uncalled for.                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:53 AM  | 10:14 AM on August 1 | 700   | I value being able to personally talk to a briefer, and trust their knowlege of my path of flight, integrated with current weather conditions to give me concise information. As a VFR only pilot, I rarely fly when weather conditions are marginal. But I do fly when the president is moving around, and have been impacted by temporaty TFR's that are difficult to obtain, understand, and translate onto a sectional. Why can't the FAA take responsibility for this and create a easy to access graphical depiction of each TFR that can be downloaded and used for VFR navigation?                                                                                                                                                                                                                                                                                                                                                                                |
| 10:00 AM | 10:15 AM on August 1 | 750   | Generally most helpful. Current flying is mostly aerobatic; when I was flying some cross country, FSS was always very helpful in flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:00 AM | 10:15 AM on August 1 | 200   | I have flown in various countries (mostly with private FSS systems), and the U.S. FSS system is the best, bar none!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:58 AM  | 10:16 AM on August 1 | 6000  | I would like to see the flight planning software I/E Duats be more user friendly and have most of the common aircraft performance specs used in determining the best way to file a flight plan. I am not saying the exact performance but close.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:17 AM  | 10:17 AM on August 1 | 2275  | In general, I'm pleased with the system as it is currently. I don't like long wait times before accessing briefing services (no more than 1-2 minutes). A continual problem area is the filing of flight plans in the IFR system. Timely, accurate submission is VITAL and safety is a concern when an aircraft departs into marginal weather from a satellite airport, contacts ATC only to find that no flight plan is stored! This happens FAR too often - - - WHY? A rude FSS briefer is never tolerable; we ALL need to be more courteous - - - pilots and briefers alike! I file IFR on probably 95% of my flights and have found that the "issue" of briefing to one's level of experience is sort of a moot point when one advises the briefer that he/she is filing IFR - - - I've always received an excellent briefing, with the exception of a few of those "smartalecks" I wrote about earlier with poor telephone manners. Thank you for asking my opinion! |
| 9:45 AM  | 10:18 AM on August 1 | 650   | I love being able to talk to someone rather than automated briefings. This allows me to ask questions and get and education as to what is causing the weather. I like using duats/TV because of the graphical nature of the data. My normal approach is to chech DUATS or TV, then call FSS for a standard briefing. If I had to choose one or the other I would choose FSS. My only complaint with Flight Watch has been with my very occasional inability to raise them via the aircraft radio whem when I really need them in poor weather. I think it was because of poor/older aircraft radios. In the three cases when this happened I was at 5000 feet or above. All incidences were in the same aircraft. I was IFR and called ATC to have them get me the information for me. Intially they were reluctant, until I explained I was becoming nervous due to the turbulence. Once explained they got me the information I requested in less than a minute.        |
| 9:57 AM  | 10:20 AM on August 1 | 1550  | Have used FSS facilities around the country. Often phone waits are excessive, to the point that pilots are discouraged from using FSS provided services. A phone wait of over 4-5 minutes is too long, and compromises safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:50 AM  | 10:20 AM on August 1 | 210   | I love takling to someone about my flight weather and TFR's/NOTAMS. <...line break...> <...line break...> Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:51 AM  | 10:22 AM on August 1 | 2375  | The primary advantage to the FSS is the ability to receive information that has a human in the loop. I can get the automated information from a wide array of private sources usually from the internet. However, the final step in the process is to contact a knowledgable person to provide the analysis that simply can not be automated. Particularly in these days of National Security issues, I can't beleive that an automated service can provide all the additional information that we need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:56 AM  | 10:23 AM on August 1 | 420   | I am extremely satisfied with the services provided by FSSs. What I value most from a person-to-person briefing is that the briefer often gives me information I need but did not know I needed; this is the number 1 reason why person-to-person briefings are necessary. <...line break...> <...line break...> I religiously use FSS stations before and usually on any flight of 100 nm or more. Before the flight for weather, flight plan advice and filing; <...line break...> during the flight for weather updates and pireps. <...line break...> <...line break...> FSSs contribute a great deal to safety of flight.                                                                                                                                                                                                                                                                                                                                            |
| 9:11 AM  | 10:24 AM on August 1 | 540   | The FSS specialist and pilot one-on-one interaction on the telephone must remain. It's a blessing SPEEKING directly to a specialist and get the info one needs fast, accurate and tailored to OUR NEEDS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:05 AM | 10:26 AM on August 1 | 2850  | While personal FSS service is not needed for every trip, when it is needed, it is often really needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:53 AM  | 10:29 AM on August 1 | 600   | FSS is my primary source of info when flying in areas away from home and my trusted source for interpretation of data when away from home. Generally excellent service tailored to my needs when I explain my situation, destination, equipment, and skill or proficiency level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:15 AM | 10:29 AM on August 1 | 587   | My only complaint si that from November to March, clouds equal icing and it rarely happens so we begin to ignore the warnings. Can't we get a better handle on icing presesnce and levels other than icing possible?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 10:10 AM | 10:30 AM on August 1 | 6300  | I like to file flight plans using the telephone and your "fast file flight plan recorder". I have found this to be 90% reliable, of the 10% failures I assume about half the time I am and fault and possibly the other half the time its the systems fault. Filing with FSS via radio contact performed when there is a failure. So far this systems works best for me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:14 AM | 10:31 AM on August 1 | 315   | Islip FSS is outstanding - only complaint is long wait times on VFR days. I fly in the White and Green Mtns of Northern New England and would love to see an FSS in the Berlin NH area or as part of the Mt Washington weather station. The uniqueness of the weather in that area requires a larger margin of safety and the presence of FSS pros with local knowledge would be highly valuable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:16 AM | 10:32 AM on August 1 | 410   | I have uniformly received excellent telephone services from Jonesboro FSS. The briefers are friendly, helpful, knowledgeable, and always willing to give the time needed to ensure understanding of the information they provide. this FSS is the best in my experience. I have difficulty in my area in R/T over the airplane's radio.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:03 AM | 10:32 AM on August 1 | 570   | In general I find working with the briefers a pleasure. They have been under substancial pressure in the Washington area due to rapid unplanned and unannounced changes in rules and operating procedures. Without a human in the loop providing the briefing, there would have been substancial delays due to procedure changes and possible conflicts due to mistakes or lack of understanding. The voice contact with a briefer is critical to safe , efficient operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:23 AM | 10:32 AM on August 1 | 1400  | I've been flying for thirty years. FSS is a great asset with great people.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:19 AM | 10:33 AM on August 1 | 7100  | My one major problem is TFR's. On a briefing from Dayton FSS on July 3, 2003, the briefer did not offer the TFR which was in effect that day from an airport I was departing. I had to ask the question as part of what was a completed Standard Briefing request. I later reported this to the supervisor on duty at Dayton FSS, but this is totally unacceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:10 AM | 10:35 AM on August 1 | 700   | Two way internet is not available once I have left home. Must use phone access so it needs to be effective. Several times, briefer insite has produced a better, safer route. I like FSS briefers. I do not want automated phone access because you can't ask questions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:21 AM | 10:35 AM on August 1 | 3300  | I most appreciate the human interaction with, and information based on past experience of, the briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:18 AM | 10:37 AM on August 1 | 660   | By far I believe that the ability to personally talk with an FSS specialist is essential to flight safety. Those specialists with personal experience regarding regional weather characteristics providing guidance and information specific to a particular flights conduct is invaluable. They provide a wonderful service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:16 AM | 10:37 AM on August 1 | 220   | I always wanted to go in an personally talk to a briefer. person to person is preferable to every other alternative. the automation that I have seen occur in the past few years has not, in my mind been an improvement. It might be advantageous to the FAA but not to the tax paying flying public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:16 AM | 10:37 AM on August 1 | 225   | Overall am very pleased and satisfied with the FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:01 AM | 10:38 AM on August 1 | 550   | Our area FFS is always very courteous and some of the more experianced briefers will take the time to help analyze a causious weather situation. They invited me to come visit and see how things work at their office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:00 AM | 10:39 AM on August 1 | 1300  | This survey does not adequately address when I use FSS. When it's CAVU, I need a 10 second briefing for NOTAMS and TFRs. But during IFR, they are a critical source of weather information and flight data. I wouldn't consider making a flight without a human briefer helping me to interpret the weather. <...line break...> <...line break...> Also, when I file from DUATS, often the data is lost or missing. So when it's really low IFR, I always file via a human briefer. <...line break...> <...line break...> In flight, I always use FSS (either flight-watch or direct) and I file PIREPS only during IFR periods or unusual weather. Again, if the weather is VFR, I rarely do either. <...line break...> <...line break...> My number two major complaints: <...line break...> <...line break...> 1. Briefers do not have adequate information regarding TFRs and security issues. Often, a briefer will say something like, "You cannot fly over any stadiums with over 10,000 people." <...line break...> <...line break...> To which I will respond, "Can you tell me where these stadiums might be so I can avoid them." <...line break...><br><br><...line break...> "I cannot tell you this. You are supposed to be aware of this before each flight." <...line break...> <...line break...> Needless to say, this is unacceptable. As a pilot, I call FSS to make me aware of necessary flight data. My sense is that FSS is frustrated by this situation as well. <...line break...> <...line break...> Often the TFRs are so complicated, even the briefer doesn't give out accurate data, and advises, "Don't fly." There have been two instances this year where the FSS briefer gave out inaccurate information, simply because the TFR was so complicated, the briefer didn't understand it. <...line break...> <...line break...> My second major complaint is that FSS briefers come in two flavors. The first is knowledgeable and helpful, and highly skilled at interpreting complex weather. The second is one who is trying to avoid a lawsuit. The latter is contantly saying that the weather is IFR and please don't fly. Quite often, I have to hang up the phone for another briefer, because the "safe" briefer is giving out overly pessimistic briefing based on the data. <...line break...> <...line break...> I am worried that these overly cautious briefers are harm |

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|          |                      |       | pilots will ignore the briefings altogether. <...line break...> <...line break...> I am highly concerned that the FAA wants to replace human briefers with a system dominated by DUATS. First of all, as a UNIX and Apple user, I don't have Cirrus software. Second, when I file via DUATS, many Clearance Delivery stations have not received the plan via the "system." <...line break...> <...line break...> When the weather is really horrible, I am completely dependent on a human briefer.                                                                                                                                                                                        |
| 10:23 AM | 10:39 AM on August 1 | 500   | Having flown over 300 hrs in the past year, I find I spen more time on hold than speaking with a briefer. At least change the hold music every now and then!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:08 AM | 10:39 AM on August 1 | 2500  | My experience over forty years is of diminishing service. The quality of briefings is highly variable (excellent to poor). The best exceed possible automated results, the poorest can be worse than nothing. A highly automated full service facility seems to be the only practical way forward. One comment: the information obtained by computer is so loaded with useless junk (inappropriate notams, weather forecasts that lie 1000 miles away from the indicated route, other inappropriate stuff) that it is easy to lose important information amidst all the chaff.                                                                                                             |
| 10:18 AM | 10:39 AM on August 1 | 600   | There wide gaps between the skill levels of the briefers at Leesburg. Some can only read the wx to you. This is no more usefull than looking it up on the computer. I have hung up and called back before just to get a different briefer who can help me interpret the data based upon trends he has been watching and his knowldge of the local area. I wish all briefers were trained and expeined in this manner.                                                                                                                                                                                                                                                                      |
| 10:11 AM | 10:41 AM on August 1 | 680   | I think the 800-wxbrief is the most important thing that Flight Service needs to keep going. <...line break...> It has worked well for me, nation wide. The internet is nice, but you can always find a pay phone or a TV, and you don't have to have any change to use the phone. <...line break...> I think the specialists used to be a little bit to business like or some what dry, but very effcent. In the last few years it seems like they are a lot more up beat with ocasional bouts of witty banter, which makes the briefing more enjoyable. They always go out of their way to make sure I have what I need.                                                                 |
| 10:20 AM | 10:42 AM on August 1 | 500   | I think the services provided are excellent. Please keep up the good work. There are adequate automated weather services available, so there is no need for more automation in FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:26 AM | 10:42 AM on August 1 | 300   | I have not have any problems with FSS in the past.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:06 AM | 10:43 AM on August 1 | 1050  | We use to have an FSS at Arcata airport and they were great. They knew the local area weather and our fog pattern. Now we only have sensors, and most of the time they are not working. Many times when I get a briefing from Oakland FSS (over 200 miles away) they just call for IFR conditions and VFR flight is not recommended, and in many cases that is not the case. And now we have to contend with TFR's, so it is nice to be able to talked to a briefer concerning all the flight data for my flights. Normally my flights are from N. Calif to family in San Diego. Weather can change rapidly on those long flights and being able to monitor and use flight watch is great. |
| 10:31 AM | 10:43 AM on August 1 | 1090  | Briefing quality varies considerably from briefer to briefer. The NOTAM system needs a major overhaul.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:13 AM | 10:44 AM on August 1 | 750   | Each human is different, so I get some different approaches at various times. As well, I am different every day, thus, I receive information differently daily. <...line break...> <...line break...> The information supplied to them and then forwarded to us is usually on the conservative side; thus, pilots have to make their own interpretations on what is really out there, and if less than perfect conditions, to what degree is the weather is somewhat hazardous. I found this to be my biggest challenge in determining the go, no-go question.                                                                                                                             |
| 10:25 AM | 10:45 AM on August 1 | 312   | I like talking to the briefer, I'm able to query him for exactly the information / interpretation I need. I really love the EFAS, it works out well ... I wish it was in more locations though.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:26 AM | 10:45 AM on August 1 | 13500 | I live in the area where the FSS is required to not only conduct normal FSS duties but they are required also to give out squak codes to pilots because of the ADIZ which has increased their workload to prohibitive levels. Sometimes it is impossible to get a briefer to answer the phone for 30 minutes because of this. As a charter operator I am requird to file as a T/N and this can only be done at FSS so the delays we encounter are vrey real and as an on demand charter this time can delay departures considerably.                                                                                                                                                       |
| 10:32 AM | 10:45 AM on August 1 | 492   | I ONLY CALL A FSS TO GET "ON RECORD". ALL OTHER DATA IS OBTAINED VIA INTERNET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:25 AM | 10:46 AM on August 1 | 3500  | I find that briefings given by women are generally more thorough and of better quality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:22 AM | 10:46 AM on August 1 | 3700  | While waiting for a FSS briefer, I strongly recommend that the there be a recorded msg of HIWAS data from the nearest VOR and in addition AWOS/ASOS/ATIS data from the nearest airport, as appropriate. I do NOT want to hear how great the FSS is and how to contact them while waiting to talk to the briefer. I want data that I can use -- not a pep talk ! If there are active TFRs in the FSS's area of coverage I want to hear about those in the recorded msg, as well.                                                                                                                                                                                                            |
| 10:30 AM | 10:46 AM on August 1 | 3200  | Flight service station capabilities are hindered by severe budget constraints, lack of management support at all levels, and an agency that has lost sight of its mission. The FAA has forgotten about General Aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:29 AM | 10:48 AM on August 1 | 4700  | My experience over MANY years of flying has been most positive concerning the FSS personnel I have worked with. I find them concerened, professional and very knowledgable. I rely on them very heavily.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| 10:39 AM | 10:48 AM on August 1 | 70    | I think that Flight Service Stations do a marvelous job in what they do and try there best to help pilots and for that I thank them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:38 AM | 10:49 AM on August 1 | 200   | Personally, I wouldn't change a thing. I've had nothing but positive experiences w/ FSS <...line break...> -Sam <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:36 AM | 10:49 AM on August 1 | 800   | FSS is a service that must remain governmental. It's vital to pilots, especially in this era of pop-up TFRs and ADIZ restrictions. It must never be privatized. Ever.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:27 AM | 10:50 AM on August 1 | 100   | Knowledge of meteorological principles by <...line break...> specialists is very limited. They need much more <...line break...> training in this area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:17 AM | 10:54 AM on August 1 | 2000  | All in all, over 30+ years of flying and using flight service, I have seen the level of meteorological experience of briefers drop. Most only read reports and do little to pass on meaning to the pilot. True, a pilot must have a level of meteorological understanding but in my early years the FSS was invaluable in building my understanding of what the reports mean to my flying. This component of their services has been virtually non-existent since consolidation. <...line break...> The response times for phone calls continues to be an issue but there has been improvement in the northeast area over the past couple of years. This needs to improve. An online service from FSS using some of the excellent weather products from firms such as WSI would be good. It is too bad that more people cannot walk in to an FSS facility to see the information first hand and talk with a meteorologist. <...line break...> <...line break...> Thank you for the survey...                                                                                                                                                                                                                             |
| 10:34 AM | 10:55 AM on August 1 | 1100  | Generally the service I receive is more than adequate. Much of my flying is around Philadelphia and New York area, and I notice what I perceive to be higher levels of service outside of this area, regarding radio information, flight watch weather and general pilot assistance. I am always surprised the extent other areas are able to assist. I am sure it has to do with work load on the people in my area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:11 AM | 10:56 AM on August 1 | 125   | Regarding above items (Areas of improvement): <...line break...> 1. I feel that services of late have degraded - not in that the briefers themselves are less "qualified", but in that there seem to be fewer of them. Wait times for a briefer has grown from less than 30 seconds three years ago to several minutes currently. <...line break...> <...line break...> 2. Weather forecast interpretation will always be an area for improvement. Although I prefer to get the latest weather information from a briefer, sometimes the personal interpretation of the weather leaves room for improvement. Example - severe weather is currently occurring at the destination of my flight, and expected time enroute is in excess of three hours... The briefer might question the filing of a flight plan to the destination airport, even though the weather phenomenon might be moving at a speed which will allow it to depart the area prior to my scheduled arrival. <...line break...> <...line break...> 3. The proliferation of TFRs is rapidly becoming a problem for all pilots, especially those of slower aircraft. I may depart on a flight                                                             |
|          |                      |       | with a briefing which indicates there are no planned TFRs anywhere along my flight path, but one may "pop-up" while I am in the air. Currently, there seems to be no way for the FSS to contact me to advise me of this. Maybe the only solution is to make all pilots contact ATC while enroute (even under VFR) or monitor a discreet frequency where last-minute TFR information could be broadcast. Unfortunately, I currently have to monitor 121.5 along with whatever frequency may be in use along my flight path. This requires two COMM radios now, and adding another mandatory frequency only adds to the workload, and equipment necessary, in the cockpit. <...line break...> <...line break...> Personal comments: <...line break...> I always contact an FSS briefer prior to a departure, since information obtained from web-based systems (such as DUATS) can be somewhat dated. This is exacerbated by the fact that my residence is approximately 20 minutes from the airport where I secure my aircraft. The ability to contact an FSS briefer aids in knowing that I have the latest information (both weather and otherwise) available prior to my flight. <...line break...> <...line break...> |
|          |                      |       | disservice to all pilots should the government decide to do away with the FSS briefers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:44 AM | 10:58 AM on August 1 | 200   | I have always received fast, friendly, and professional service from FSS. I recently contacted McAlester FSS for information about P49 and the related TFR. The briefer was extremely helpful and gave me ideas for planning a flight into that area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:42 AM | 10:58 AM on August 1 | 560   | With the Dayton FSS folks I have found that they are dedicated and interested in my flight. They never seem bored or trying to get me off the line. Better yet they never insult me when they weather is IFR and I am trying to fly VFR. They usually try to look for VFR conditions or tell me when to expect such weather. I would love a system that allowed us to look at the weather charts together and receive their interpretation. This would improve my piloting skills. Frequently, I try to have my computer running or the computer at the airport so I can follow along. I am not sure we are looking at the same data though.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:43 AM | 10:59 AM on August 1 | 200   | FSS has met all of my expectations and I rely on them for weather for any flight away from my local airport. It is extremely valuable to me that the briefers know my local area and it's great variety of weather. Their knowledge of the typical weather patterns in this area is invaluable in my flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:38 AM | 11:00 AM on August 1 | 2500  | It is difficult to answer questions regarding quality of service provided, when there is nothing to compare it to. Generally, here in the Seattle area, the briefers are nice, but must they always say VFR not recommended when there is a cloud in the sky?? You folks are too lawyer driven in your briefings, I believe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:46 AM | 11:02 AM on August 1 | 1900  | Very satisfied. I like the personal interaction.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| 10:34 AM | 11:03 AM on August 1 | 5900  | FSS specialists are quite personable and seem to put maximum effort into providing a full service. The problem I've found is the tendency to overstate a situation. I imagine I may do the same if I were in their shoes but too often when I've accessed DUAT after receiving a Standard FSS briefing I've seen a situation that was considerably more benign or quite different than depicted by the briefer. This cry-wolf syndrome seems to be getting more prevalent and eventually leads to complacency and skepticism in pilots. To be clear, I'm not referring to those situations where the weather doesn't follow the available forecasts and reports but where it does but is interpreted erroneously by the briefer. |
| 10:48 AM | 11:05 AM on August 1 | 1200  | The service provided varies mostly as a function of the skills and abilities of the individual flight service briefers. <...line break...> Low: Briefers who only read the materials, with no interpretation. <...line break...> High: Briefers who are able to interpret the materials and are intimately familiar with the local area.                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:32 AM | 11:05 AM on August 1 | 1000  | I have been pleased with services from flight service stations. Your question about frequency briefer ask my flight experience is somewhat skewed in that experienced briefer should be able to make fair assessment of your experience by type aircraft and questions you ask.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:50 AM | 11:06 AM on August 1 | 132   | While I am only a Private Pilot currently most of my flying has been working towards acquiring my Instrument rating. Hence my response and knowledge of FFS. I use them for almost every flight. It's a lot easier to get information and ask questions about unique weather situations than trying to fight with the DUATS computer to tell me what I need.                                                                                                                                                                                                                                                                                                                                                                     |
| 10:47 AM | 11:07 AM on August 1 | 750   | It's not the fault of FSS, but we have to fix the NOTAM/TFR problem. I was on hold for over 10 minutes with Ft. Worth trying to file a flight plan when Bush was moving about Texas. Long delays are also a problem in and out of the DC area. We never had this problem before the TFR/ADIZ issues arose. And, the information on NOTAMS in the wake of 9-11 was not well distributed. This is a huge flaw that needs to be fixed.                                                                                                                                                                                                                                                                                              |
| 10:45 AM | 11:07 AM on August 1 | 2665  | I would not fly if FSS WERE ELIMINATED!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:46 AM | 11:08 AM on August 1 | 6000  | My chief complaint is the inevitability of hearing: "All Briefers are busy; thank you for continuing to hold."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:58 AM | 11:11 AM on August 1 | 280   | This survey on current levels of service was difficult, because I have different good and bad points about different stations. Leesburg is lacking in many categories, mainly because of their increased overload and indifferent customer service. Elkins and Millville give extremely thorough briefings, but don't have as much local knowledge of their areas. I'd suggest a look at each AFSS individually after this.                                                                                                                                                                                                                                                                                                      |
| 10:35 AM | 11:12 AM on August 1 | 3200  | The great majority of FSS personnel are in my opinion, very competent. Unfortunately, occasionally there is an individual who, in my opinion, is extremely incompetent or is unwilling to provide the required analysis. Since I have been flying for a number of years, I am able to detect these individuals. These incompetents should be removed!                                                                                                                                                                                                                                                                                                                                                                            |
| 10:36 AM | 11:12 AM on August 1 | 165   | I have been given timely and accurate information <...line break...> for the type of flying I regularly do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:59 AM | 11:13 AM on August 1 | 525   | My experiences have been very positive. Only complaint is the hold times that sometimes occur when contacting by phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:57 AM | 11:15 AM on August 1 | 1200  | I usually request a briefer to put a personal spin on weather when I'm going IMC. Their meteorological experience is greater than mine, and they seem to better interpret the "big picture". Their knowledge of the performance of different aircraft with respect to the existing conditions often helps me make a decision. Typically, in less than VFR conditions, I look at the Weather Channel, check Duats, and then get a standard briefing from a "person" and ask for their opinion. Flight Service works very well for me.                                                                                                                                                                                             |
| 10:58 AM | 11:15 AM on August 1 | 32000 | I have used FSS as my primary weather and advisor since 1955 and they have always given me the good information based on the data that they have.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:56 AM | 11:16 AM on August 1 | 700   | Many times you see NOTAMS or FDC NOTAMS on DUATS and you then call FSS for a standard briefing to see if they will tell you about the NOTAM and they fail to mention it. Then you ask them, "isn't there a NOTAM that the rwy lights are OTS" and they go "oh yeah, sorry about that". Also, FSS Briefers are very very unfamiliar with GPS NOTAMS. More importantly, they seem to forget to tell you about NOTAMS. Its why I try to use both DUATS and FSS to x-check each other to be sure.                                                                                                                                                                                                                                    |
| 11:02 AM | 11:17 AM on August 1 | 1835  | I have great difficulty reaching DeRidder FSS from the air.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:56 AM | 11:17 AM on August 1 | 3300  | I like to walk in for briefings when I am at the local FSS in Anderson, SC. Also, it is a very good training source for student pilots and the educational tours and briefings they provide. We have the new OASIS system installed and it is a great improvement over the old system. I wish that the FSS would not be subjected to the threat levels. I do not think they should be overly secure to terrorist threat, for the actual building and personnel, itself. They are not a target of interest. However, the exposure to the internet information definitely needs to be very secure from attack in the cyberworld. Thank You Shane Valentin                                                                          |
| 10:58 AM | 11:19 AM on August 1 | 600   | I would like FSS recorded weather services to run until 21:00 local times and the last recording remain on until 22:00 local.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:02 AM | 11:21 AM on August 1 | 275   | I'm very satisfied with Flight Service. I usually get an internet DUATS briefing, maybe even file a flight plan via DUATS, but I always like to check with a specialist if there is even a hint of adverse weather. I'm just not confident flying in weather using only 'automated' methods.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:34 AM  | 11:22 AM on August 1 | 500   | Almost always very helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| 11:10 AM | 11:22 AM on August 1 | 310   | I rely heavily on FSS to make judgements related to safe flight. The system works wonderfully and provides a great service. Please don't change it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:16 AM | 11:23 AM on August 1 | 6029  | For ordinary flights with benign weather, DUATS provides a quick way to obtain a briefing and file a flight plan. However, for complex conditions or to check for pop-up TFRs there is no substitute for a human briefer. <...line break...> <...line break...> FSS is an essential to flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:22 AM | 11:23 AM on August 1 | 375   | DUATS is usually my first stop for a weather briefing. That is often sufficient when my expected flight path does not intersect regions where I have particular concerns about weather or flight restrictions or MOA activity or other issues where a flight service briefer's input is greatly valued. But when question arise, I like knowing that additional information and experience are just a phone call or radio call away. I also like knowing that a preflight briefer is just a phone call away during those times when I don't have access to a computer system that I might use to connect to DUATS. Computer access when I'm departing from my home base area is rarely an issue. It is, however, a more common issue on flights not originating from my home base. I use flight service more often when I'm away from home. |
| 10:58 AM | 11:24 AM on August 1 | 1400  | Briefers and pilots need a graphical depiction of TFRs to replace the "5nm radius around a point 12 miles on the 226 radial of XXX VOR" <...line break...> <...line break...> Things have improved since a few years ago, when several times briefers in the L48 answered my inquiry with "VFR not recommended" and then hung up before I could ask about IFR options. The best was a couple weeks ago in LOU where the briefer suggested checking the internet or the Weather Channel for radar graphics and then calling back for details. Some hours later, when conditions improved and we called back for an update, we even received suggestions on better routing.                                                                                                                                                                   |
| 10:32 AM | 11:25 AM on August 1 | 654   | I believe that those good people that work at the FSS provide a valuable and some times life saving advice that is a must for every VFR pilot. <...line break...> Everytime I called a briefer I was provided with a big picture of the weather during the flight and I also get advice when a VFR flight is not recommended. <...line break...> I always think of my briefer as an accurate weather radar scope that I would never be able to afford to have in my plane.                                                                                                                                                                                                                                                                                                                                                                  |
| 11:12 AM | 11:25 AM on August 1 | 170   | In my opinion FSS do an excellent job overall. My only complaint is that frequency congestion is difficult to deal with on flightwatch (122.0) during periods of adverse weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:02 AM | 11:26 AM on August 1 | 1165  | Overall I am very happy with FSS services, and with the quality and helpfulness of weather briefers. Occasional problems: Briefers who do not provide full briefings, but have to be prodded for information. Occasional long response times. <...line break...> I consider the most valuable service provided by <...line break...> FSS is the interpretation of weather by briefers. <...line break...> DUATS is no substitute in times of difficult weather conditions (and "Fully-automated, non-human-in-the-loop capabilities" is the wrong way to go). I always call for NOTAMs and TFRs but <...line break...> this is a system that is broken. There should be a <...line break...> better way of disseminating this information. (If I could trust what I receive from DUATS about this, I would just use DUATS for it.)          |
| 11:13 AM | 11:27 AM on August 1 | 445   | I have always been impressed with the personal contacts I have with FSS personnel. They are always willing to discuss weather and potential problems with flights in a friendly, "conversational" tone, not as a police officer or a human computer. There have been times where I have cancelled a flight because of information and interpretation from FSS, and while I cannot say there would have been a bad outcome if I had proceeded with the flight, I am in fact still flying today. In-flight services are especially valuable to me as a back country pilot in Idaho, and I routinely give pilot reports when I fly across Idaho.                                                                                                                                                                                               |
| 11:13 AM | 11:29 AM on August 1 | 988   | FSS services and Flight Watch are great services that I use consistently and always when flying. We greatly appreciate the training and skills they have and rely on them to keep us safe. Any decrease in the quality of information or access would be a major safety problem for us and all of aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:06 AM | 11:29 AM on August 1 | 3000  | They (FSS) are doing a very good job of getting the weather and other needed information to pilots in a professional manner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:16 AM | 11:29 AM on August 1 | 9000  | I think they are critical to flight safety, especially in marginal weather. If the service were eliminated or on a pay for use basis, I feel the accident rate would go up. It is a good system and it "ain't broke" -- ergo don't try to fix it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:07 AM | 11:30 AM on August 1 | 1980  | Overall, the service is excellent and the briefers are personable, professional and very helpful. I still miss the "old days" when FSS facilities were at many airports; but I understand the expense that represented. I use both the internet (DUATS) and telephone and file IFR for all cross-country (over 50 miles). I fly about 250 hours a year (100 advanced instructional) and depend on FSS to help me plan safe, efficient flights. Thanks a lot for a great service!                                                                                                                                                                                                                                                                                                                                                            |
| 11:00 AM | 11:31 AM on August 1 | 2500  | Would it be possible to file flight plans via Fax?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:04 AM | 11:32 AM on August 1 | 4000  | I appreciate having these services available. Flight would be less safe without them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:16 AM | 11:33 AM on August 1 | 2200  | I hope local FSS never change. They are the most important part of my pre-flight and departure planning process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:18 AM | 11:33 AM on August 1 | 600   | There are many sources of weather information but i fully rely on fss for information on the rapidly changing regulations and temp flight restrictions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------|----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9:42 AM  | 11:33 AM on August 1 | 78    | Generally I find the folks at Williamsport (Which I use the most) to be very helpful. They are friendly and seem to take an interest in helping me out. I am a new pilot and this is very important to me. The only problem I had was a very long hold on (800) wxbrief to file and close a plan on a holiday weekend.                                                                                                                                                                                                                                                                                                                                                                           |
| 10:58 AM | 11:33 AM on August 1 | 750   | NO PRIVATIZATION PLEASE. Spend the money in the Aviation Trust Fund on Aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:17 AM | 11:33 AM on August 1 | 72    | WE NEED THEM!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:10 AM | 11:34 AM on August 1 | 75    | Although I have not been in the air at all for the past 12 months I look forward to using Flight Service again in the future and I want to make sure I still get the service and information I became accustomed to during my flight training.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:21 AM | 11:34 AM on August 1 | 625   | I feel that providing an accurate picture of the weather (I know thunderstorms are possible in the summer, icing possible in the winter, etc.) is the best service that FSS can provide. I can get good weather from the web, but when I get briefings that are different from what I see on the radar and via the web it makes me question the validity of FSS and question the CYA factor.                                                                                                                                                                                                                                                                                                     |
| 11:18 AM | 11:34 AM on August 1 | 520   | Miami AIFSS once made me wait (on a telephone call) for 30 minutes. All I needed to do was cancel an IFR flight plan on the ground. The next IFR arrival had to hold for 30 minutes. Also, the briefers seem most concerned with giving me generic information and getting me back off the telephone. <...line break...> <...line break...> Bangor AFSS is a real pleasure to work with - their response times are much faster, and they generally seem to be able to take more time to brief to my exact requirements. <...line break...> <...line break...> Seeing these two very different FSS's, it seems that there is a certain misallocation of resources (not enough briefers at Miami). |
| 11:22 AM | 11:35 AM on August 1 | 1200  | The FSS that I use is very helpful. I rely on them to provide me with up to date, useful flight information. The computer is good for a second opinion, but can't and shouldn't replace the FSS personnel. I am most confident in the FSS briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:05 AM | 11:35 AM on August 1 | 1200  | Continue to make phone service available with little or no delay. When I have experienced a delay it becomes frustrating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:48 AM | 11:36 AM on August 1 | 1200  | My experiences with flight Service Stations have been generally good. With only an occasional exception the specialists have been friendly and helpful. Even the exceptions have usually been helpful when queried on specifics, however I have occasionally ended the call and called back hoping to get a second briefer. (which usually happens)                                                                                                                                                                                                                                                                                                                                              |
| 11:10 AM | 11:37 AM on August 1 | 260   | Although I primarily get my information regarding potential flights through automated means, I depend upon the live interaction with FSS personnel for confirmation and idiosyncratic information assurance. I would not want to go to a totally automated system. A pilot's "go/no-go" decisions are best made as a team, where additional input to the process enhances safety.                                                                                                                                                                                                                                                                                                                |
| 11:13 AM | 11:37 AM on August 1 | 1050  | FSS personnel are almost always very helpful and are concerned with the safety of any given flight. I miss the days of many FSS offices where you could get better local area briefings, as they actually lived in the area were more familiar with the area.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:15 AM | 11:38 AM on August 1 | 1475  | Please train the FSS specialists not to treat me like I'm a nuisance. In person or on the phone, I'm made to feel like my questions about weather are stupid. The best FSS specialists I have ever encountered are in Cheyenne, Wyoming.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:26 AM | 11:40 AM on August 1 | 2000  | I object strongly when the briefer tells me the conditions are too bad to fly in my little airplane. Similarly, I often call for an IFR briefing & get told "VFR flight not recommended". <...line break...> <...line break...> The briefers are inconsistent. Some will try & scare me from flying because of weather, others will barely mention TX or fog which may impede flight. Because of this, I prefer to use DUAT and other computer services.                                                                                                                                                                                                                                         |
| 11:15 AM | 11:40 AM on August 1 | 2000  | FSS services are vital to my flying. <...line break...> The only negatives I have is sometimes the wait is long (during bad weather) and I believe that the weather is usually better than forecast. This tends to make pilots to check out the weather firsthand.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:19 AM | 11:41 AM on August 1 | 396   | TFR and NOTAM info needs to be easier to obtain and easier to decipher <...line break...> <...line break...> Just tell me where I shouldn't be.....and its simple...I won't be there!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:08 AM | 11:41 AM on August 1 | 355   | I have always had good results and experiences in my interaction with FSS. They do a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:30 AM | 11:43 AM on August 1 | 350   | I would like to have a web-interactive briefing so the briefer can show me the graphs he is looking at                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:19 AM | 11:44 AM on August 1 | 278   | My experience with Altoona and Elkins is usually very good. They will repeat and explain things for me as I request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:30 AM | 11:44 AM on August 1 | 200   | Iv always found the easiest way to get the big picture in changing weather conditions is to talk to a FSS briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:20 AM | 11:44 AM on August 1 | 1575  | I'm very satisfied with the interaction I have with the FSS. When needed they will always give a more descriptive interpretation and rehash/redefine the information requested. You don't get that personal service from automated/computer based products.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:28 AM | 11:45 AM on August 1 | 3000  | Raleigh fss one of the best                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:26 AM | 11:46 AM on August 1 | 380   | FSS is my primary instrument for weather information. Their knowledge of local weather trends and local geography is invaluable for my safety and cannot be replaced with a simple computer printout.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:23 AM | 11:46 AM on August 1 | 880   | I am generally very happy with the current FSS system and have no specific complaints, my primary expectation with FSS is that I receive the information required to meet the FAA's requirements for flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:31 AM | 11:46 AM on August 1 | 800   | I value these services very highly and feel that flight safety would be severely compromised by any reduction in the interactive nature of a two way conversation with a specialist. Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11:32 AM | 11:46 AM on August 1 | 2200  | It seems that FSS is either understaffed or operates inefficiently-during peak periods, wait are very long to get a briefer. While I use DUATS for most pre-flight needs, FSS is important, provides important services (especially in flight) and needs to be maintained by the government for the public good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:14 AM | 11:47 AM on August 1 | 200   | I've never had a problem with a flight plan until my last flight. I filed an ADIZ flight plan from GOLDA direct to MTN. I told the FSS operator TWICE about going direct to Martin State, but it seemed it may have been one of her first calls, because she seemed confused. Anyhow, after I picked up my squawk from Potomac Approach, I was handed off to BWI. <...line break...> The FSS operator, in her confusion, filed BWI instead of MTN. It wasn't a big deal to BWI, or me, but I thought it should be mentioned because of wrong information that was filed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:44 AM | 11:48 AM on August 1 | 3300  | Twice in the last 12 months I have had to hang up and try another briefer because I could not get the specific info that I needed. (I needed a TAF relevant to my time of arrival and had to listen to a complete, detailed brief despite a specific request for 'weather at destination at my ETA'. <...line break...> Twice in the past year I have also been unable to obtain accurate and timely information on presidential TFRs (This is probably not the fault of the FSS but it's frustrating nonetheless). As a corporate pilot, it is an extremely rare occurrence that I have to delay or cancel a flight because of weather. It would be very valuable to me to have a briefer who understands this and can work with me to help determine best routing, convenient alternates etc. in the face of less than ideal weather conditions. I use fitplan.com because of its speed, accuracy and simple planning/filing procedures. <...line break...> Primary for weather is weathertap.com mainly because it presents as near to 'real time' weather as you can find. <...line break...> I get notams, metars and tafs from the weather services computer at the FBO. An FSS website that combines timely weather, notams AND |
| 11:31 AM | 11:48 AM on August 1 | 3500  | Flight Service Stations do a great job, especially when in flight over the radio or when getting clearances on the ground, but advanced automated tools with graphical functionality are generally preferable for their consistency, thoroughness, responsiveness and convenience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:31 AM | 11:49 AM on August 1 | 180   | I depend very heavily on the FSS in Jonesboro for every flight I take. They are professional and courteous. I wouldn't want to fly without this service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:34 AM | 11:54 AM on August 1 | 515   | Some of the questions lead to misleading answers. <...line break...> For example, although most of my flying is 250-500nm <...line break...> cross-countries, I do a lot of local flights as <...line break...> well. Since there's no way to indicate this, but <...line break...> you later ask what percentage of flights I use <...line break...> certain services, an honest answer could create <...line break...> inaccurate conclusions. I use most of the <...line break...> services for _EVERY_ flight of any length. <...line break...> However, it doesn't make much sense to file a <...line break...> flight plan in VMC to go from KRHV to KSJC or <...line break...> KPAO. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:37 AM | 11:55 AM on August 1 | 224   | My impression of Weather Brief is that most times the briefer takes an active interest in my flight. The actual weather reports are 1/4 time inaccurate in some way. In Flight services are consistently first rate! Call up briefing I would say gets me 80% of the time to someone who cares about the fact I am flying a plane. Some folks occasionally take no interest, like in any job or service. I am overall very pleased with the help and support the system gives me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:28 AM | 11:56 AM on August 1 | 850   | Flight Service offers the interpretation of the collection of data relevant to my flight. Specifically, understanding of weather processes, trends, bringing together multiple sources to give the whole picture. They are more the weather experts than I am. <...line break...> <...line break...> Also, info on TFRs and other regulatory notams which easily slip by the GA pilot are spelled out clearly by the FSS specialist. With the proliferation of "pop-up" TFRs and their consequences, FSS provides a valuable safety net for obtaining this kind of info. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:29 AM | 11:56 AM on August 1 | 380   | FSS are very important, principally the ability that I have from a remote location use my cellphone to obtain weather, notams and filing a flight plan. I usually do not have access to a computer less than 2 hours before flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:44 AM | 11:58 AM on August 1 | 1300  | I think the specialists are terrific, and would never want to lose them to a strictly computer briefing. On the other hand it would not matter to me if the specialist was in another part of the country---centralized instead of local.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:37 AM | 11:58 AM on August 1 | 4500  | Only complaint is that often, I'll file a flight plan with base ops either at a military base or FBO and then attempt to activate with FSS only to find out that FSS has not received it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:42 AM | 12:00 PM on August 1 | 575   | They should be able to brief in local as well as zulu time.....Many of us don't think in zulu anymore. <...line break...> <...line break...> SK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:44 AM | 12:03 PM on August 1 | 350   | They do a vital and excellent job. FSS is available anywhere there's a phone, unlike DUAT which needs a computer. Even when I use DUAT, I often double check with a specialist, especially nowadays with TFR notams. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:43 AM | 12:03 PM on August 1 | 950   | Anniston, AL. AFSS provides excellent service. <...line break...> <...line break...> I do NOT want to see AFSS services contracted out!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:41 AM | 12:03 PM on August 1 | 520   | I consider the FSS specialists as professionals in their field of expertise, and trust their interpretation of existing weather conditions. It's good to receive human input and consideration when trusting my family's welfare during personal air travel. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------|----------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11:34 AM | 12:07 PM on August 1 | 1200  | Overall, I feel the level of competence and customer service is high. I generally find the weather briefings and flight planning assistance associated with the weather briefing to be very useful and reliable. I generally have 20-25 minute wait times (on hold) while attempting to reach the Leesburg FSS. I have had flight plans (ADIZ) dropped from the system while sitting in a hot aircraft and told by ground control to recontact the FSS to refile - only to wait on hold again for 20-25 minutes while passengers wonder what has gone wrong. This portion of the system is unacceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:53 AM | 12:09 PM on August 1 | 500   | I wish more pilot would call in PIREPS that could be relayed. I would hope the computer systems would be upgraded to make data retrieval for FSS personel more accurate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:40 AM | 12:09 PM on August 1 | 180   | FSS provides a tremendously valuable service to a low-time VFR pilot like myself and greatly enhances my confidence to fly safely. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:49 AM | 12:09 PM on August 1 | 3300  | I commute to work daily & rely on FSS verification of flight planning info (primarily weather) I've received from DUATS the night before each morning flight. I also check for "late NOTAMS" particularly involving TFR's.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:57 AM | 12:12 PM on August 1 | 312   | Doing a fine job! Keep up the good work. Don't even think of privatizing flight services!!!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:29 AM | 12:12 PM on August 1 | 532   | NOTE: This survey's next step is understanding why answers were made. <...line break...> <...line break...> Example: You use the phrase "personalization of services" with one meaning, while I initially (before I discovered your meaning) thought it meant another meaning. <...line break...> <...line break...> Example: As a CFI, many of my flights are local, and I can only do them in obvious VMC. <...line break...> My survey answers reflect total flights, whereas my non-CFI cross-country flights have a far higher percentage of FSS usage. <...line break...> I would expect that to be typical, and I would therefore NOT want my non-FSS-use percentage to be incorrectly misinterpreted as not valuing FSS services. <...line break...> Indeed, FSS services are greatly needed, and irreplaceable by non-human automation. <...line break...> <...line break...> I would be glad to help you if needed to analyze. <...line break...> Chris Pfaff - CFI - 570-275-2790 <...line break...>                                                                                                                                                              |
| 11:58 AM | 12:12 PM on August 1 | 450   | My students and I recieve our face to face briefings from the Leesburg AFSS. They are always very knowledgable and professional. I use the internet to get outlook information for planning but when it's time to fly, there is nothing like a couter briefing. The students (and I) ALWAYS learn something from these interactions with FSS specialists.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:55 AM | 12:13 PM on August 1 | 750   | I think the present FSS do a good job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:41 AM | 12:15 PM on August 1 | 2400  | Overall I rate FSS most helpful. Some briefers seem to tell only what they see on the screen, while others will interpret what they see. The added input is very helpful. I have, on occasion asked for "an openion, not a commitment", and usually get it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:37 AM | 12:15 PM on August 1 | 5000  | I believe the closing of the FSS as we know them today is going to be a grave mistake and will impact safety of flight. Often in some remote locations I fly in this country the only link to such services is via telephone. Without FSS I would not have viable options for flight planning, weather briefings etc from these locations. <...line break...> <...line break...> I think the consolidation a few years ago of the local FSS into the Automated FSS has proved successful, even though at the time I was opposed to it. Please, whatever the decision on the future of the FSS, don't lose the access to the services we as pilots need. <...line break...> <...line break...> I especially think the government needs to continue providing aviation services such as FSS and ATC. Privatation quality of these services is questionable. I use the current privatation of certain control towers (contract towers) as proof. The quality of performance in these locations, although better than nothing, is almost always lower than that of government operated services. I expect such performance to be the case with ATC privatation across the board. |
| 11:58 AM | 12:17 PM on August 1 | 540   | I would like to see further work on better online tools (Internet/Web based) to provide flight plan filing, weather maps, METAR/TAF, etc. But the online products should never replace the live person who can assist the pilot with interpreting the data which will ensure a safe flight. <...line break...> <...line break...> Thanks for all your do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:03 PM | 12:19 PM on August 1 | 1400  | For the vast majority of interactions I've been very happy both when I'm flying cross-country and when I'm teaching a student how to use the services. It's very rare to have a bad experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:36 AM | 12:19 PM on August 1 | 710   | All of my contact with FSS specialist in the past <...line break...> five years has been by phone or aircraft radio <...line break...> except the Dayton FSS which was face to face. <...line break...> Without exception, all were professional and helpful in their briefings to me. Personal flight <...line break...> questions were answered correctly and advise given <...line break...> appropriately. FFS improve my flying confidence. <...line break...> THANKS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:01 PM | 12:20 PM on August 1 | 700   | I am a doctor. I like people, not machines. Please do not remove the PERSON from the system. Especially not the type of DEDICATED, KNOWLEDGEABLE, COURTEOUS, HELPFUL and generally PLEASANT people that I have almost ALWAYS encountered when interacting with a FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:04 PM | 12:20 PM on August 1 | 500   | green bay flight service station is excellent, I deal with them the most, but I have never had a bad experience with any flight service or flight watch (wish I could say the same for tower service)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------|----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10:50 AM | 12:30 PM on August 1 | 4800  | My chief complaint with FSS is the amount of time it takes to get information from briefers. When I asking specific questions I get irrelevant answers e.g., Q:"Are there any clouds at X?" A: "There are no clouds at Y" (Called BGR AFSS from RCO in southern ME asking for KAFN [before ASOS] and could only get what the satellite looked like for KBTV) Q:"How far away is the storm?" A: "I can't answer that, sir, as VFR is not recommended." Q:"When is the TFR active?" A:"What TFR?" There have been times when I have had to call FSS two or three times to get the information I need. The AFSS areas are too large. If one AFSS is out of service for whatever reason, whoever you get can sometimes be clueless about the weather (I remember trying to get a briefing from BGR, being forwarded to, I believe it was an AFSS in West Virginia and cancelling the flight because I couldn't get the information I needed.)in the local area. If I remember correctly, VFR was recommended. I didn't go because I was leary of a WV forecast; and shortly after ETD, the local area went IFR. <...line break...> Let me        |
|          |                      |       | say that I believe that the briefers are knowledgable and want to help but are limited by rules and out of date equipment/software. They seem to be the last to know about TFRs and NOTAMS, rather than the first. Also NOTAMS are put out very poorly. Example: I used to fly out of 8B8 (Wolfeboro, NH). Every year there are motorcycle races in nearby Loudon, NH. There are TFR's over the race track and over where the bikers hang out, Weirs Beech, which is about 3 nm from KLCI (the Laconia, NH airport) and about 10nm from 8B8. I have never been given the NOTAM about the TFR even when specifically asking if there is one. I know a pilot who gets a briefing for EVERY flight. He didn't get the NOTAM. He did get a sixty day suspension of his pilot's license for flying in the TFR he didn't get briefed on. The NOTAM for the TFR is (was... hopefully this has been corrected) usually given as a radial off the CON VOR, which is aprox. 25 nm. away. My normal routine is to call an FBO where I am going to get NOTAMS. They seem to know more. The database of airports is very limited. I normally make flights |
|          |                      |       | of less than 500 nm. If I am going on a longer flight, FSS most of the time doesn't have my destination. I have to pick a larger airport for reporting/forecasting. <...line break...> I hope this helps in fixing Flight Service. <...line break...> Thank you for your time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:03 PM | 12:31 PM on August 1 | 3200  | Great service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:16 PM | 12:32 PM on August 1 | 6500  | If it were not for the requirement to file flight plans in the Washington ADIZ (near where I live), I would file few if any flight plans and get few if any preflight briefings at my home base from FSS. It is only when I am forced to use the telephone at other sites, or forced to file via FSS rather than DUATS for security reasons that I call FSS for preflight services. Being able to get graphics on line from the AOPA web site along with DUATS weather and flight planning is my preferred solution. When I do have to work with FSS, I strongly prefer to be able to walk in and see the weather graphics, but with most of the FSS's gone, and the rest closed to pilots for alleged security reasons, that is no longer possible.                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:47 AM | 12:32 PM on August 1 | 300   | 1. The folks at Albuquerque FSS (and ABQ App/Dep and ABQ Center) are the nicest, friendliest, most helpful in the business...in my limited experience. :) <...line break...> <...line break...> 2. I would love to use the Web (DUATS, AOPA, whatever) to reliably file a VFR/IFR flight plan, and get reliable TFR info, but... <...line break...> a) Flight plans are often "not there" later, prompting a re-filing by radio (I just do it by phone now to save the hassle) <...line break...> b) I do not trust the FAA to either provide accurate TFR info from a non-human AND/OR that the FAA will not crucify me if I accidentally bust a TFR (or similar event) because of faulty data I obtained from the Web, without verbal (and recorded) confirmation from a human at an FSS. <...line break...> <...line break...> 3. For the same reason, I verify my weather research (from the Web/DUATS) with a short (usu. Standard) WX brief before a non-local flight; again, for legal "coverage." <...line break...> <...line break...> For those reasons, I find FSSs to be an extremeley valuable resource.                        |
| 12:09 PM | 12:33 PM on August 1 | 3300  | My experience with FSS services throughout the Western US has been consistently excellent. Briefers have been cordial and knowledgeable and very helpful. And the data they have provided has been accurate. On a few occasions, however, I have found their estimates of frontal movement and passage to be a bit off. I've used my own interpretation of weather data to select routing behind fronts. It's to the briefers' credit that that's the only sort of constructive comment I can offer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:11 PM | 12:35 PM on August 1 | 165   | Pilots operating to/from airports with in the DC ADIZ (outside the DC FRZ) CANNOT file flight plans electronically, (DUATS or otherwise). We have to file IFR or VFR (non-SAR) ADIZ flight plans with a briefer by phone or walk-in. <...line break...> <...line break...> That needs to be fixed with the highest priority.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:04 PM | 12:37 PM on August 1 | 1020  | If the government decides to charge then safety will plummet - you can't possibly replace a personal breifing with a computer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:10 PM | 12:38 PM on August 1 | 950   | Human FSS interaction is an essential part of my flight planning and in-flight process. <...line break...> <...line break...> Thanks for the good work. Keep updating the specialists abilities with trainging and technology as it comes available. <...line break...> <...line break...> Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:17 PM | 12:42 PM on August 1 | 872   | I usually call in for my flight briefings and I really appreciate it when FSS personnel are able to relate local information to me, rather than someone just reading the information back to me from a screen. I am also using the latest tool for weather information from www.pilot-my-cast.com on my cellular phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:23 PM | 12:44 PM on August 1 | 812   | I am an incident commander for CAP SAR and I use the FSS extensively in planning searches as well as obtaining current information to determine the safety of continued search activity. They are a God send.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 12:17 PM | 12:44 PM on August 1 | 210   | I would file flight plans using DUATS if it were not for the restrictions imposed by the ADIZ overlying my home airport. Why it makes a difference whether a plan is filed by phone vs. Duats is beyond me. My preferred method of preflight briefing is always in person at the FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:12 PM | 12:45 PM on August 1 | 560   | If it isn't already apparent, I have been extremely satisfied with the level of service I have received from Flight Service. It is my sincere hope that these valuable services will continue to be available free of charge to encourage their use thereby enhancing safety in our airspace.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:18 PM | 12:46 PM on August 1 | 700   | I have been "saved" on many occasions by FSS specialists from making flights into what proved to be deteriorating weather. I have developed a strong sense of confidence in my local (Seattle) FSS because they provide timely, efficient, courteous service and (reasonably) accurate weather forecasting. <...line break...> Realizing that Pacific Northwest weather is very difficult to forecast, I appreciate the expertise of the FSS staff in helping me make those difficult go/no-go decisions. On several occasions, when I cancelled a flight for predicted bad weather, the predicted bad weather did not materialize. Far more important, however, are the instances when the FSS specialist's prediction of bad weather led me to cancel a flight even though present conditions appeared favorable. <...line break...> I believe the FSS is the most valuable resource available to general aviation pilots. |
| 12:06 PM | 12:47 PM on August 1 | 103   | No matter how much I use automated systems or how often I start with them I will always end up with FSS and using the give and take with a human to refine my impressions and refine my plans. Automation cannot take the place of human interpretation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:37 PM | 12:51 PM on August 1 | 510   | Good experience working with flight service 95% of the time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 12:16 PM | 12:54 PM on August 1 | 350   | Briefers tend to be MUCH to conservative. I am a VFR pilot and I find that I am advised AGAINST VFR flight much too often. I check with FSS everytime I fly and I often fly against the advice of the briefer. I have to or I would hardly ever fly and I would never get home.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:45 PM | 12:56 PM on August 1 | 110   | Do not reduce the number of Flight Service Stations. I would prefer to see an expansion. AS it is, I rarely have an opportunity to obtain a one-on-one briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:10 PM | 12:56 PM on August 1 | 160   | Many standard briefings are too long because they contain excess information not pertinent to a simple GA flight. Often I get briefed about firefighting or airport info for areas 50NM off my route. Personalizing service would help get the necessary info to pilots without excess. <...line break...> <...line break...> Thanks to FSS for weather and NOTAM info that keeps us out of trouble!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:46 PM | 12:56 PM on August 1 | 205   | The FSS program is essential. They are the voice of the government to the General Aviation community. The government's track record with regards to web distribution of information has been rather suboptimal. <...line break...> <...line break...> Even the existing DUATS system is riddled with problems: miscoded route identifiers, lack of a defined customer support procedure, etc. make the use of web resources as a complete substitute for the FSS program totally unacceptable. <...line break...> <...line break...> The FSS is a vital service to the general aviation community, and having such a vital asset as part of the government is essential.                                                                                                                                                                                                                                                     |
| 12:45 PM | 12:57 PM on August 1 | 1890  | FSS is the least accurate, least timely, and slowest method of obtaining flight info. DUATS type service is best. FSS specialists make many errors for which pilots pay. Telephone access to FSS is extremely slow and unreliable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:23 PM | 12:57 PM on August 1 | 33330 | TAMPA, FLA. THE BEST FSS, MILLVILE NJ OK THE REST <...line break...> NO COMMENT. ALL HAVE SOME DEGREE OF IMPROVEMENT <...line break...> IN THE WAY THEY TALK TO THE PILOT. I PREFERE TO <...line break...> GET A WEATHER BRIEF FROM DUAT-DTC NOT DUATS-GTE. <...line break...> I ON'T LIKE GTE'S FORMAT. AFTER I GET THE WX FROM <...line break...> DUAT I LIKE TO COMPAIR WITH FSS. ESPECIALLY IF THE WEATHER LOOKS BAD. AND ALSO COMPAIR WITH THE <...line break...> WEATHER CHANNEL. <...line break...> <...line break...> HENRY MOSELY                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:49 PM | 12:59 PM on August 1 | 70    | I've briefed with DeRidder, Ft Worth, and McAlester.... I know Ft Worth is busy but that's no excuse!! Once the know I'm on a local VFR flight out of KGGG, the sorta snub me!! My experiences with the other stations are EXCELLENT!!! They offer local advice and are EXTREMELY friendly!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:33 PM | 12:59 PM on August 1 | 2500  | Some briefers/briefings are totally worthless, in which case a second briefing is required. When dissatisfied I get a second briefing. Low time pilots may not realize that briefings received 5 min. apart may paint a totally different picture.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:46 PM | 1:01 PM on August 1  | 1500  | I believe FSS controllers are an integral part of the ATC system. Just as valuble as those who seperate and control aircraft. They have saved my bacon more than once both in the sky and on the ground. They must be included in any legislation that prevents privatization of Air Traffic Control!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:18 PM | 1:02 PM on August 1  | 2330  | Preflight briefings are generally very good. Occassionally I get a briefer that is not very good and I will call back to obtain a 2nd briefing from a diferent briefer. I use telephone briefings almost exclusively.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:39 PM | 1:02 PM on August 1  | 5000  | It is insulting when a FSS Specialist rebukes the pilot for filing an IFR flight plan over the radio vs. by telephone. Sometimes plans just change while airborne, and the pilot should not be taken to the woodshed for this. In general, though, I have had nothing but highest admiration for these people over the 50+ years I have been flying. I do think, however, that in some cases enunciation training should be mandatory!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| 12:32 PM | 1:02 PM on August 1 | 2300  | FSS briefers provide an excellent resource for pilots. They enhance internet weather and are a final confirmation of what you individually interpret. Try flying in another part of the world where services like FSS are not available. It makes you really appreciate the FSS system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:56 PM | 1:06 PM on August 1 | 2000  | Get rid of "VFR flight not recommended". I'll make that decision. Also, get rid of the prerecorded message that advises what kind of flight training is now permitted. That info is a year old.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:01 PM | 1:08 PM on August 1 | 2237  | I need accurate appraisal of weather. Don't give me ceiling 1000 ft., visibility 3 miles and then tell me VFR flight not recommended unless you can tell me what is expected to drop this good VFR to below minimum weather. If hills or towers will be obscured then say so. I need accurate weather forecasting to make my decisions. Don't hesitate to suggest deviations in flight path to obtain better weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:41 PM | 1:08 PM on August 1 | 5500  | I am a commercial pilot- I have studied to be a pilot and maintain these skills and knowledge. I have quite a bit of knowledge about weather but this is not my specialty or profession. I rely on the professionals at the FSS for the most accurate weather information and interpretation to ensure the safe outcome of the flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:39 PM | 1:09 PM on August 1 | 1015  | I would have more respect for FSS reporting if all personnel were pilots themselves. It seems there is often times when their lack of piloting experience decreases their sense of realistic interpretation of the weather data... <...line break...> also---what other sources of weather do they use when giving a report? the weather channel? satellite pics? looking out the window...? I realize their offices may not be near the pilot's location, but I often get reports that vary considerably from actual conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:56 PM | 1:14 PM on August 1 | 11000 | I have used them for years. I can get a human interpretation of trends when speaking to the FSS. The computer data doesn't give me this comfort level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:58 PM | 1:14 PM on August 1 | 360   | I use a phone briefing any time the flight is long or to a new area. Also if the DUATS gives me an indication that the weather is anything less than perfect. My best briefings have included knowledge of local weather patterns. I particularly like briefers who can answer questions and elaborate on the data as necessary. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:46 PM | 1:15 PM on August 1 | 4010  | The usual level of communication I receive has been excellent. There are times when it is obvious the specialist is very busy and I try to tailor my requests to that impression. I've never felt that I was imposing on the person by the response I've received. There's a level of confidence, especially when bad weather is a real issue, that comes with the personal interaction I've had over many years that I can't get with The Weather Channel or DUATS or AOPA or HIWAS, that I always use first anyway. One can get a hint of discomfort over proposed flight planning by listening to the specialist that is just not possible with automated services, or it is a joy to hear that the planned flight will be "as planned." Every time I hear of a planned FSS closure, I get a chill. <...line break...> Thanks for this opportunity. <...line break...> Sid Tolchin                                                                                 |
| 1:06 PM  | 1:15 PM on August 1 | 120   | I have found a few of the briefers at Oakland FSS to not be as good as at other FSS's I have spoken to. Some of them seem like it is a chore to be briefing a GA pilot - which is not acceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:46 PM | 1:16 PM on August 1 | 170   | For pre-flight planning, the DUATS briefing is better for situational awareness of weather concerns. The FSS briefing is better at addressing airspace restrictions and regulatory concerns. <...line break...> <...line break...> Though DUATS does address the latter of the two, it's hard to discern what's of most importance for my flight, my level of experience and my equipment/aircraft performance. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:42 AM | 1:16 PM on August 1 | 850   | Briefers do not have enough access to information outside of their local area, such as local radar in a distant location, or even airport identifiers and intersections that are far. Also, the briefers do not seem to understand the FDC NOTAMS that are issued around Washington DC and that have been continually changing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:53 PM | 1:18 PM on August 1 | 150   | Speaking as a VFR-only pilot, for basic textual and graphical weather products, I think DUATS is more effective -- it's easier to print out a list of METARs, TAFs, winds aloft, and the current radar picture than jot the information down while talking to a FSS briefer on the phone. Where the briefer really comes in handy is interpretation of the weather, especially considering local phenomena (e.g., fog burn-off in the coastal area where I do most of my flying), and during times when that 5-hour-old TAF doesn't match what's really going on. I also like calling the FSS as a second source of NOTAMS and TFRs (although there have been times when I wouldn't have caught a NOTAM if I didn't read it in DUATS). The FSS is also the best source of PIREPs. Finally, the FSS seems like a more "official" source of information -- if something happens during a flight, I want a record that I said the two magic words of "standard briefing" |
| 12:58 PM | 1:18 PM on August 1 | 1110  | I use the internet and computer based services to get my initial flight planning and weather information, but I always want that human interpretation by an FSS expert before I go in the air.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:04 PM  | 1:18 PM on August 1 | 2978  | Nothing beats a personal one-on-one briefing with a well trained briefer. I have access to DUATS and other weather info but talking and getting feedback from a knowledgeable weather briefer is by far the best way to get the info for a safe flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| 12:28 PM | 1:19 PM on August 1 | 202   | FFS briefers have always been very helpfull and have done an outstanding job. The are the only viable source of NOTAMS. The NOTAMS over duats are absolutely useless and only provide the confusion that only could satisfy a lawyer. The methods that the FAA uses to distribute and catalog info for briefers (and pilots via duats)should be a total embarasement to the FAA. That have made little progress since the teletype. Cirrus software is very difficult to use. I use Destination Direct software to pre-plan trips. This software makes use of DUAT weather for filght planning. Meterologix weater graphics (via AOPA website) provide a good mental picture of weather that makes telephone briefings understandable. AOPA web site planing provides accessable info for return trips. FSS validates info, provides excellent advice, and an excellent check to make sure nothing is overlooked. The Notam service is invaluble. It is essential that this interactive service be retained.                                                              |
| 1:04 PM  | 1:19 PM on August 1 | 135   | I HAVE NEVER HAD A PROBLEM WITH THE NASHVILLE FSS. <...line break...> THEY HAVE ALWAYS BEEN POLITE AND HELPFUL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:52 PM | 1:20 PM on August 1 | 1000  | Flight Service Stations are invaluable to me, and greatly enhance the safety of my flying. I use automated information as much as possible for efficiency, but checking my information and interpretation with FSS is invaluable, and almost always adds important information. Also, the FSS specialists are very helpful with specific questions not available on DUATS, often related to my level of experience and information about the local area. Helping me to interpret weather information is most helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:00 PM  | 1:22 PM on August 1 | 670   | Most FSS specialists really care about thier jobs and my safety and information correctness. Most have weather interperatation skills that I rely on. I AM WELL PLEASED.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:03 PM  | 1:22 PM on August 1 | 12000 | FSS stations have helped me in many ways such as: phoning ahead to an airport to check on fuel availability, and phoning ahead with my ETA to destination parties for my airport pickup. Really been a big help since I often fly during the middle of the night when not much is open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:04 PM  | 1:24 PM on August 1 | 101   | I love using the FSS's. We just need more of them. The best way to get a flight brief is walking in. I do not like Duats if the wx marginal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:08 PM  | 1:24 PM on August 1 | 996   | I have flown in Europe. The service from FSS in the US is outstanding. Only very occasionally has the weather not been as provided by the briefer. Most briefers are very pleasant and patient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:53 PM | 1:30 PM on August 1 | 1020  | The FSS personnel seem to each have a different interpretation of the filing and clearance requirements imposed by the ADIZ, FRZ, and TFR's. It's different every day, every hour, in every sector of the Balt/DC ADIZ, and with each and every different briefer who answers the phone. It's not their fault. The system is broken.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:05 AM | 1:30 PM on August 1 | 1250  | I am generally quite pleased with the service provided by FSS. In the future, a way to combine a FSS briefer's interpretation with a graphical view of displays (e.g. via Internet) would be a powerful upgrade. It is sometimes difficult to visualize areas described by the briefer as "from XXX to YYY to ZZZ, an area of severe thunderstorms . . .".                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:40 PM | 1:31 PM on August 1 | 33000 | I find FSS Personnell to be throughly lacking in ATC Procedural Knowledge. Some seem to have difficulty copying International Flight Plans. Outside of the Major Int'l FSS locations most FSS Specialist cannot handle an International flight plan at all. Knowledge of Geography of the world would be helpful. I had a FSS Specialist give area weather 2000 miles from the area I was going due to lack of knowledge. I normally get all my weather from the computer, but I fly emergency Air Ambulance and I normally don't have the required time to file via computer. We need computer filing that is instant and does not require a time period prior to flight. I find most FSS Specialist to have less weather information than I can get from my on computer sources. Lastly a dumb question! WHY DO WE HAVE TO HAVE TWO SEPERATE FLIGHT PLAN FORMS???? THE INTERNATIONAL AND DOMESTIC FLIGHT PLANS HAVE THE SAME INFORMATION WITH THE EXCEPTION OF THE AIRCRAFT EQUIPMENT CODES AND SURVIVAL EQUIPMENT WHICH SHOULD BE ON THE DOMESTIC FLIGHT PLASN ANYWAY. |
| 1:07 PM  | 1:31 PM on August 1 | 3500  | My experience generally has been very satisfactory, discounting delays typically encountered during periods of inclement and unstable conditions. The conditions for entering ADIZ over DCA was not well understood initially fby most briefers outside the LEESBURG FSS in the earlier days - hopefully now improved. This suggests a planning/training issue for major changes to airspace requirements, expecially when they coincide with existing classified airspace.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:19 PM  | 1:35 PM on August 1 | 250   | St. Pete. FSS has a wide range of briefers. When asking for a standard briefing, some will give you almost no information and the pilot must drag out everything he/she needs. Others seem as if they just want someone to talk to and will tell the pilot of every weather system from New Mexico east. There needs to be some consistency, personally I prefer the former of the two. If they dont tell me what I'm looking for, I can ask for it but I don't spend all day listening and sorting through information that I don't need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:19 PM  | 1:36 PM on August 1 | 1050  | FSS briefers are the most important source of information for all flights. There is no other single source that is as reliable, up to date, responsive, thorough, speedy, timely and accurate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:18 PM  | 1:39 PM on August 1 | 550   | In my experience I have found FSS representatives on the phone to be extremely help full in interpreting the weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:01 PM  | 1:39 PM on August 1 | 210   | I strongly support the FSS Specialist as well as the ATC Controllers. Together, they make general aviation possible. I strongly oppose the privatization of the ATC/FSS system in the US.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| 1:04 PM  | 1:39 PM on August 1 | 1500  | Telephone recordings of METARS and TAFS are mostly inaudible and poorly enunciated. (Reports should be LOUD AND CLEAR!) Hourly METAR reports are no longer station by station reports of conditions that you can copy. They have become rambling comments about general meteorological conditions which does not give you a picture of the specific conditions at each reporting station.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:31 PM  | 1:41 PM on August 1 | 112   | Bring back in-person briefs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:20 PM  | 1:41 PM on August 1 | 4200  | These services need to remain governmental in nature, not run by a contractor trying to save a nickel. There is no substitute for the value these specialists provide.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1:15 PM  | 1:42 PM on August 1 | 200   | I have only the highest praise for the specialists <...line break...> here in Alaska, specifically the folks at the Kenai(ENA), Palmer(PAQ), Gulkana(GKN)and Talkeetna (TKA) who all have ALWAYS had the patience to deal with a high call volume(BOTH land line and airborne radio communications)and <...line break...> always fulfill the needed request for information and/or services. The Alaska FSS staffs are doing <...line break...> a magnificent job for all the aviators here in the <...line break...> "Last Frontier"                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:15 PM  | 1:42 PM on August 1 | 10200 | FSS's do a very good job, however, due to the volume of info needed today, especially with notams and TFR's, there is simply too much to write down. I prefer to use online services so I can print out all the info and not worry that I didn't get it written correctly. I often use FSS to verify that notams and TFR's obtained online are still in effect or that that there are no new ones that haven't yet appeared online.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:27 PM  | 1:43 PM on August 1 | 750   | I wish filing of user defined routes on DUATS was easier; it is a little hard to enter a specific STAR or SID.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:35 PM  | 1:45 PM on August 1 | 1000  | The reliability of weather information in California is practically nil whenever unusual weather patterns exist - e.g. the recent instability S/E flow conditions, and they tend to err way too far on the side of "caution", predicting thunderstorm activity when none is present.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1:25 PM  | 1:46 PM on August 1 | 675   | I find the services provided to be timely and valuable, especially in planning flights outside of the local area. Having a second set of eyes to help analyze quickly changing weather has enhanced safety ("go/no go" and inflight decision making) for me on several occasions. I have found personnel to be friendly and helpful on virtually every occasion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:33 PM  | 1:46 PM on August 1 | 1250  | If I have to pay for FSS services, what a crock and crime that would be. Some services ought to remain the responsibility of the government - ATC and FSS services are paramount in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:31 PM  | 1:48 PM on August 1 | 101   | FSS Specialists are critical to the safety of flight. As a pilot, I NEVER want my information provided solely by a computer. Being able to speak with a human to help me interpret the data is essential. Thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:32 PM  | 1:48 PM on August 1 | 2500  | I have been flying since 1976. I feel I have always received good-to-excellent service from FSS, either via telephone or radio. I currently use DUATS almost exclusively, but only because it is easier and more handy to use. I have absolutely no problem with the level of service I do receive from FSS when I do call on them. Mooney N9453V                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:25 PM | 1:49 PM on August 1 | 460   | FSS does a good job most of the time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:28 PM  | 1:49 PM on August 1 | 83    | I generally use a website to provide an initial glimpse at the weather (cloud levels, wind, icing, etc.), and then get a standard briefing via telephone. This gives me a quick go/no-go overview before I take up a briefer's time, and the briefer gives me a more in-depth idea of what the weather's doing, as well as being able to tailor NOTAMs to my intended flight. I value both methods of contact, since I can make my own decisions based on web info, but I'm not as skilled at reading the nuances of the weather as the briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:12 PM  | 1:51 PM on August 1 | 1350  | The Flight Service Stations throughout Alaska are extremely valuable assets to the aviation community. Oftentimes the Automated Weather Systems are inoperative or unreliable here. Having specialists or weather observers actually report weather around the state is a must. Alaskan pilots rely heavily on the Flight Service Stations due to the extreme weather and remoteness of our state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:31 PM  | 1:52 PM on August 1 | 3594  | The FSS system, with manned FSS specialists, is the most valuable tool a pilot can have in flight planning and reporting. Dealing with a human being who not only has weather data and graphics,etc., but can analyze and interpret the information based on experience is far superior to a totally automated system. Human beings far outperform computers in their ability to quickly evaluate multiple factors and experience in rapidly changing conditions. I have been using FSS services for 20 years and feel the system and the people that work in the system are professional, caring people whom have the pilot's best interest uppermost in mind. I'm grateful the system is with us.                                                                                                                                                                                                                                                                                       |
| 1:31 PM  | 1:52 PM on August 1 | 4667  | I have been very happy with Flight Service Station services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:36 PM  | 1:53 PM on August 1 | 1500  | Since 9/11 and the proliferation of TFR's and other flight restrictions, there has been little improvement in the NOTAM process and graphical TFR's have only just begun to be available. I can deal okay with the weather, but it is frustratingly difficult to deal with the lack of "plain english" NOTAMs and access to local NOTAMs via computer. <...line break...> <...line break...> The wait times to get a FSS specialist on good VFR days is very very long and it causes me to call around to any FSS that I can to shorten my wait time. Waits of 30 minutes are becoming common. Perhaps automating the TFR and NOTAM process would help -- but, I want some form of proof that I have to fall back on when the FSS system breaks and I receive bogus information. I rely on the fact that voice recordings are kept to prove that the FSS specialist gave mw the wrong information. I tend to know more about the airspace system in my area than the FSS specialist does. |

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| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:35 PM | 1:56 PM on August 1 | 400   | Nearly all FSS specialists I have dealt with have been thorough, courteous, professional, and were willing to make sure I understood all the information they have provided me. Many of them are knowledgeable enough about weather to explain to me why the weather is doing what it is.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:19 PM | 1:56 PM on August 1 | 2250  | FSS usually doesn't ask my personal capability level because I start by telling them up front.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:44 PM | 1:56 PM on August 1 | 300   | I use DUATS. FSS is only necessary when I am without internet access or for in flight weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:31 PM | 1:58 PM on August 1 | 135   | As a new pilot I find FSS preflight and inflight services invaluable. As a personal-for-fun pilot, weather and other adverse conditions tend to keep me on the ground, and thorough briefings are indispensable for determining what the conditions are likely to be. Automated services (DUATS, etc) allow me to screen conditions and eliminate the need to call when conditions are obviously not going to be favorable. If the automated information looks good, then I call FSS to get a "second" opinion and more detailed discussion of the route of flight/situation. <...line break...> <...line break...> Once I get my instrument rating, I expect the number of flight plans I file by DUATS to skyrocket, with some still filed with FSS. <...line break...>                                                                                                                                                                                                                                                                                                                          |
| 1:47 PM | 2:00 PM on August 1 | 500   | FSS is invaluable to me as a pilot. Although I use a computer much of the time, it is nice to know that FSS is there when I need it, by radio in the plane, or by phone when a computer is unavailable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:47 PM | 2:01 PM on August 1 | 320   | These guys are essential for flights greater than 30 - 40 miles.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:33 PM | 2:06 PM on August 1 | 3200  | In most cases, the specialist acts as though "his time is my time", and when he is briefing me I am the only entity that is important to him. I do not feel "rushed" and am able to glean all the information I desire. These are very important qualities with which I am able to conduct a safe flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:32 PM | 2:08 PM on August 1 | 3400  | WHEN MY COMPUTER IS DOWN I CAN GET EVERYTHING I NEED FROM FSS. WHEN I AM FLYING, I RELY ON FSS. WHEN I NEED POSITIVE VERIFICATION OF DATA FROM THE COMPUTER (NET), I RELY ON FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:52 PM | 2:09 PM on August 1 | 211   | My primary connection with FSS is Anniston, AL. I have always found them knowledgeable, helpful, and accurate in information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1:49 PM | 2:09 PM on August 1 | 1800  | The general quality and thoroughness seems to be slipping. Help them get better because we really need them and they shouldn't scare people off from getting info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:39 PM | 2:09 PM on August 1 | 400   | When I contact FSS before my flight, usually the night before and then the morning of, I get a full briefing and feel confident when I take off that I know the weather and notams necessary for my mission. When the weather is getting bad in front of me I contact FSS and decide if a course change is necessary. Without FSS my missions would no doubt not be as safe as present. <...line break...> Dave Stepp 915-526-7777 <...line break...> El Paso, TX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:53 PM | 2:11 PM on August 1 | 200   | Reduce the on-hold wait, waiting for a briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1:59 PM | 2:12 PM on August 1 | 650   | Although I usually initially brief using DUATS, I NEVER launch without getting a FSS briefing via telephone to get weather interpretation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1:51 PM | 2:12 PM on August 1 | 1893  | Preliminary recorded messages are too lengthy and quite often outdated (e.g. "listen carefully for our menu has changed", the international cautionary which does not apply to me); voice menu is too lengthy; too often have to wait for a FSS specialist to come on the line; long wait time associated with receiving Class II notams.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:55 PM | 2:13 PM on August 1 | 3750  | I hope the proposed interactive Internet briefing capability comes to pass. This would be the ideal setup. Also, the NOTAM system is a total mess and need to be revamped. I recently visited an AFSS and was impressed by the operation (Seattle).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:43 PM | 2:14 PM on August 1 | 2850  | I don't have a lot of confidence in FSS interpretation of WX. Seem to be too cautious. I rely on the Weather Channel mostly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:21 PM | 2:15 PM on August 1 | 189   | Most briefers are very knowledgeable and professional. The human interpretation of FSS data by a professional is the most valuable part of a briefing by a briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2:01 PM | 2:16 PM on August 1 | 11000 | I have always had good experiences with FSS's contrary to my several attempts at using DUATS. And, I am computer literate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1:32 PM | 2:18 PM on August 1 | 5300  | 1. Need to improve response times, especially in busy urban areas such as Miami and Oakland. <...line break...> 2. Service levels are uneven across all FSSs. Some ( and some specialists ) are better than others. Aviation should be user friendly at all levels. <...line break...> 3. Clearly, the non-professional general aviation pilot needs ( and should get ) more hands-on, tailored support than the jet operator, but we haven't differentiated these levels of need, and therefore service, at the FSSs. <...line break...> 4. Its painful to admit, but true, that, in general, I only use the FSS to file and often have other options even for that. WSI, DUATS, Meteorlogix and the like provide a quicker and more useful weather product than the telephone which does not provide a look at real time radar and weather graphics. <...line break...> 5. I do believe that it is important that there be a rapid response, real time ( probably human based ) resource for aviators to contact on the ground and in the air when conditions or needs demand it. Things change. |
| 1:52 PM | 2:19 PM on August 1 | 17000 | Alaska FSS's still provide the required communication link for WX and comm. with ATC center in this large area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2:00 PM | 2:22 PM on August 1 | 17500 | I don't use FSS as much as I do our private services, but when I do, they do a good job. I do hear a lot of "VFR not recommended" or some other comment, but I understand. With my level of experience I like to make my own decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1:55 PM | 2:22 PM on August 1 | 7700  | I have always received excellent assistance from <...line break...> FSS personnel. The direct contact with a real person gives me greater confidence that I have the most up-to-date information, especially with TFRs, and also in weather interpretation and trends.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Started  | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 2:10 PM  | 2:23 PM on August 1 | 230   | It is important for me to be able to talk to someone live when I have questions about weather info that I get from DUATS. It is also important to know that someone is there at the hit of a radio button to help me if a situation arises and I need weather or other assistance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:04 PM  | 2:23 PM on August 1 | 650   | All of my contacts with Flight Service personnel have been professional, usefull and informative. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:06 PM  | 2:23 PM on August 1 | 2421  | I prefer to use DUATS and AWOS to gather all possible information and do my own interpretation. I find a lot of time wasted by briefers on information that is not relevant to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:07 PM  | 2:26 PM on August 1 | 580   | Generally doing a good job, but some briefers are much better at interpreting data than others. I can get raw data from many sources, value of FSS briefer is telling me what the weather will be like for my flight. Also, more wx reporting points are needed, esp in mountainous areas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:11 PM  | 2:28 PM on August 1 | 180   | As a newer pilot, I still find very unclear the vast array of services avialable, how to take advantage of them, the contrasts between similar services from diverse sources, and the dearth of awareness training both offered and required for pilots. <...line break...> <...line break...> This stuff is still too much of a mystery to newer pilots. <...line break...> <...line break...> I wish I was a trainer for the FAA/DOT, I'd make damn sure every pilot knew what was avialable, how to obtain it, and the contrasts/similarities between multiple sources.                                                                                                                                                                                                                                                                                                                     |
| 2:20 PM  | 2:36 PM on August 1 | 200   | The FSS that I use, Leesburg, VA, is a very professional, results oriented station; its always a good experience in Leesburg.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2:16 PM  | 2:38 PM on August 1 | 475   | In general: <...line break...> * I almost always use DUATS for NOTAM/Security info, because all the information will be there <...line break...> * I use DUATS for briefings for local area flights. For travel, this is not practical <...line break...> * There is a large variability in the quality of presentation between FSS sites, this influences use. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:27 PM  | 2:42 PM on August 1 | 900   | We call them the Psychic Weather Men, they are great.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2:15 PM  | 2:43 PM on August 1 | 240   | Though I have heard a few horror stories of pilots dealing with rude briefers, my own experiences have been positive. The Bangor briefers have been polite and helpful. I understand some suggestions have floated around about closing more FSS stations. Personally, I'd really miss this service. I don't feel so confidant of my weather interpreting abilities to do it all myself on a computer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:31 PM  | 2:44 PM on August 1 | 460   | notams need to be delivered with better accuracy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:24 PM  | 2:46 PM on August 1 | 450   | Use of DUATS and the FSS briefings by phone works very well for my trip / airport travel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:23 PM  | 2:47 PM on August 1 | 1660  | over all I am satisfied with the FSS services I recieve. <...line break...> sometimes I think the wait time is too long.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:37 AM | 2:49 PM on August 1 | 420   | Overall, I think they do a great job. Sometimes I think they err on the side of caution a little too much, (creating the illusion of crying "wolf" to some pilots), but I guess that's better than erring the other way and leading an unsuspecting pilot into something he/she is not prepared for.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2:34 PM  | 2:56 PM on August 1 | 1000  | The Anderson FSS has always provided me courteous and professional guidance. They are friendly and easy to discuss the weather or flight with.. The weather radar interpretation is very important and necessary... Also, filing of flight plans has been performed timely and seldom lost in the system...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2:30 PM  | 2:56 PM on August 1 | 230   | The vast mojority of people working are polite, dont mind repeating information and in many cases they offer opinions which are timely and accurate. You are doing an excellent job! THANK YOU!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:34 PM  | 2:57 PM on August 1 | 1390  | I think we should bring back the manned Flight service stations in the remote areas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2:38 PM  | 2:58 PM on August 1 | 240   | I hope that the robots don't replace real people. The folks at the FSS were indispensable during the 9-11 crisis, when they fielded an incredible number of calls and inquiries. <...line break...> <...line break...> I pre-brief with the computer, but there is nothing that can replace the local FSS. They were such a special help to me during training too.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2:31 PM  | 2:59 PM on August 1 | 9000  | The system should be highly automated for routine information. It should have far more use of graphics. ADDS is a great site. DUATS should be integrated. <...line break...> <...line break...> Briefers are very important when weather gets crazy. Sometimes internet briefs just cannot get across the dynamics of the weather. <...line break...> <...line break...> Just yesterday, I flew from WI to NV in mostly IMC conditions with many convective SIGMETS. Telephone briefings and in-flight updates were crucial. The briefings were appropriate to the aircraft and pilot type. They helped us pick around adverse weather to safely complete our flight. <...line break...> <...line break...> Adding an in-cabing data-link should be a priority. Until then, high quality, fast response telephone briefings are a requirement to operate to the nations many smaller airports. |
| 2:32 PM  | 2:59 PM on August 1 | 450   | Briefers vary in their helpfulness/attitudes and abilities. The most helpful are the ones that assist in interpreting data and take time to answer questions related to the impending flight. I feel that this is important especially to student/inexperienced pilots. It is also good CRM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2:23 PM  | 2:59 PM on August 1 | 370   | 1. Some questions asked about walk-in services which are not really available to me. If they were available I would use them more. <...line break...> 2. duats sucks, I gave up on it about a year ago <...line break...> 3. aviationweather.gov is excellent and it continues to improve, I use it almost everyday, even when I don't fly. <...line break...> 4. San Angelo has always been excellent and briefs at my level of experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|---------|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2:42 PM | 3:01 PM on August 1 | 347   | I rely heavily on the FSS. Most briefers are courteous and knowledgeable. More knowledge of the specific area would be a big plus... <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:47 PM | 3:03 PM on August 1 | 350   | FSS Leesburg... the wait is unacceptable. ADIZ and TFR requirements for DCA area are labor intensive and a total waste of our tax dollars. ADIZ flight plans should not be restricted to FSS briefers (1-800-WXBRIEF). Understanding that the FSS and the FAA organization are dictated by the NSA, I applaud the work FSS does given the degree of challenges imposed by the NSA. Keep up the good work!                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2:32 PM | 3:04 PM on August 1 | 3500  | I would like to have more personnel, to talk with in peak hours of operation. Also would like to be able to access LOCAL FSS using 800 number when calling on a cell phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2:50 PM | 3:05 PM on August 1 | 1255  | I have been very pleased in dealing with the JBR AFSS. The response time is always prompt and the specialist is always professional and thorough regarding briefings. As the survey probably indicates, I prefer to get a DUATS briefing and back that up with a standard wx briefing from a AFSS to ensure I didn't overlook anything and that I have the most current information. This allows me to view graphical representations of TFRs, weather radar and the like.                                                                                                                                                                                                                                                                                                                                                                  |
| 2:51 PM | 3:12 PM on August 1 | 2621  | The services provided by FSS are uneven depending upon the individual who serves the call. Sometimes it is just exceptionally helpful and couldn't be better. Unfortunately, at other times it is woefully lacking in expertise and willingness to assist and essentially worthless. It is my practice, upon receiving an unsatisfactory briefing, to wait a while and call again. I can't recall a time when I wasn't able to eventually find a helpful individual using this process. FSS help is invaluable when in an unusual area and, generally speaking discounting a few bad experiences, FSS personnel are exceptional.                                                                                                                                                                                                            |
| 2:29 PM | 3:13 PM on August 1 | 1500  | Verbal info from a briefer comes pretty fast. Hard to determine what's important for my flight and write it down during a briefing. I can (and do) spend a lot more time reading and digesting FA, TAF, METAR and NOTAM info from DUATS. However, DUATS provides little interpretation and extrapolation to local conditions. <...line break...> <...line break...> A couple of years ago, I had trouble raising Flight Watch on the radio (primarily in S. San Joaquin Valley of CA and areas of SW NV). Those may have been areas where more than one FSS may have answered, but none did. The lack of response led me to question whether I should bother to try. More recently, however, I have consistently been getting replies when I call, making it less daunting to leave Flight Following to give PIREPS and get weather ahead.  |
| 2:44 PM | 3:14 PM on August 1 | 22000 | 30 YEARS AGO, FSS SPECIALISTS TENDED TO BE PILOTS, THUS KNOWLEDGEABLE ABOUT FLYING, AND BECAUSE OF THE "LOCAL" NATURE OF EACH STATION, VERY HELPFUL REGARDING LOCAL FEATURES. MORE OFTEN NOW, THEY EXHIBIT LITTLE KNOWLEDGE OR EXPERIENCE. ALSO, WHEN I CALL FROM A CELLULAR ON THE "WX BRIEF" NUMBER AND THUS GET MY HOME STATION (RNO), THEY ARE OFTEN ANNOYED AT MY REQUEST FOR FLIGHT PLANNING ON A FLIGHT TO DEPART FROM SOME OTHER AREA. INDEED, THEY SOMETIMES HAVE FAILED TO FILE THE FLIGHT PLAN, AND I HAVE BEEN LEFT WITH A B747/B757/B767 ETC BURNING HOLES IN THE SKY OVER SOME DESERT AIRPORT IN ARIZONA AND UNDER AN OVERCAST TRYING TO GET A CLEARANCE THAT ATC SAYS WAS NEVER PUT INTO THE SYSTEM. THIS TYPE OF CHILDISH BEHAVIOR IS FAR LESS THAN ONE EXPECTS FROM PEOPLE WHO ARE INTEGRAL PART OF THE AIR SAFETY SYSTEM. |
| 2:58 PM | 3:14 PM on August 1 | 2500  | Overall service is great, NOTAM and TFR info can be lacking at times. Several occasions of missed NOTAMs (mostly D Notams) and TFR information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:52 PM | 3:14 PM on August 1 | 8900  | The hold time waiting for a specialist is excessive and contributes to a reduction in safety because many pilots will hang up after a few minutes waiting. Once I get through the service is excellent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:59 PM | 3:15 PM on August 1 | 240   | Quicker response times by radio would be helpful and encourage the filing of more VFR flight plans, especially when departing from controlled airspace which requires ATC communication. In these locations, additional FSS specialists should be available. <...line break...> <...line break...> FSS specialists have on almost all contacts, been extremely pleasant and helpful to deal with on the phone. While a lot of information is obtained through the internet, it is absolutely necessary to speak to a specialist when information is not clear or further clarification is required.                                                                                                                                                                                                                                         |
| 2:53 PM | 3:15 PM on August 1 | 2500  | very satisfied with RDU FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2:52 PM | 3:17 PM on August 1 | 950   | FSS personnel need to have a LOT more aviation background and/or training. It is highly desirable that they be a pilot. FSS related provided by such individuals is almost always superior in every aspect.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:00 PM | 3:21 PM on August 1 | 400   | I am generally satisfied with the service I receive from FSSs. Internet information is valuable and convenient, but not always available at remote airports. I consider the continuation of telephone and radio briefings to be essential.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2:58 PM | 3:21 PM on August 1 | 2500  | I believe there are some FSS personnel who like to talk, giving too much unusable information. <...line break...> Such as weather in an area where I am not going or <...line break...> won't be a factor to my route of flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2:48 PM | 3:21 PM on August 1 | 325   | I have always been greeted kindly and all of my questions answered to a professional level. Since the implementation of TFR's in my area on a regular basis I have spent more time talking with FSS people requesting TFR updates, NOTAMS and briefings. Their level of professionalism is excellent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3:06 PM | 3:22 PM on August 1 | 520   | FSS provides excellent service, not the least of which is a human with whom to talk things over. I'd hate to see FSS cut back any farther.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:12 PM | 3:26 PM on August 1 | 8500  | this survey is to dam long youlose intrest and just make an answer to finsih                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:18 PM | 3:28 PM on August 1 | 650   | The people have always been great!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:27 PM | 3:30 PM on August 1 | 18000 | I have traveled from coast to coast and border to border of the U.S., using CAA and FAA Flight Services since 1957. I have seen a lot of changes for the better as aircraft become more complex in performance and avioncs They can travel great distances in short spans of time and greatly varied weather conditions. It seems that each AFSS has it's own personality, probably based on it's local area. They seem to be capable of desematng long distance flight planning data also                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:08 PM | 3:30 PM on August 1 | 86    | In the past year I have been very happy with the FSS specialists I have been in contact with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3:13 PM | 3:35 PM on August 1 | 152   | FSS is an invaluable tool for pilots. It is the governments responsibility that FSS continue to provide accurate information to pilots. Therefore, FSS should remain under government control, and not be allowed outsource its responsibilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:24 PM | 3:36 PM on August 1 | 1250  | I think FSS does a great job, and helps keep me and my passengers alive. I like having the opportunity to use the internet to get WX data, that helps save time. But I rely on FSS for local characteristics AND the very latest on national security - special regulated airspace restrictions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3:18 PM | 3:37 PM on August 1 | 180   | Bridgeport, CT FSS has been great to me! The briefers are knowledgeable and take the time to answer any questions I have. They were particularly helpful when I was trying to fly after the 9/11 attacks. They explained the restrictions in detail to me. I would have never figured that data out on my own.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3:11 PM | 3:37 PM on August 1 | 1600  | Walk in briefings were my favorite, but due to Natl. Security walk-ins have been suspended in BDR. Briefers were ALWAYS most helpful any time day or night. I hope we can get that service back soon.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:24 PM | 3:38 PM on August 1 | 140   | I have been very happy with the Raleigh FSS. Just moved to GA, have used Macon once. The only "complaint" I would have is that if you're unfamiliar with the area, the briefing (especially telling of lines of TS) can be confusing, briefers often do not know smaller airports. <...line break...> <...line break...> Last flight, the briefer warned me of lines of thunderstorms "near" me, (Approx 100 miles away). The information was very timely and useful - after ensuring the distance between the storms my airport, I was able to make a decision to fly, without the hard information, I likely would have scrubbed the flight based on how things looked. As a result, flying in unfamiliar areas means the briefings have the potential to be less useful. Not knowing the systems in use, I cannot give informed opinion on bettering that method, or what is possible, so I do not know if the FSS needs better equipment or methods. |
| 3:22 PM | 3:40 PM on August 1 | 275   | Keep them under governmental control to ensure accuracy and consistency among the flight service stations. i like the ability to be able to contact any flight service station and receive the same quality from that station as i receive at other fss's. although i am instrument rated, i seldom fly in unfavorable weather and take the briefer's word when he recommends that the flight not go due to weather or he recommends a different route of flight to bypass the weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:36 PM | 3:41 PM on August 1 | 1500  | Flight Servive Personnel have for many years started each briefing with discouraging don't fly statements. This has improved in the last couple years to the point that once they realize that I am going to make the flight, they start to help figure out how to make the flight safely. Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:07 PM | 3:44 PM on August 1 | 20300 | mant times the information provided is in excesss of what isneeded or does not apply because of time frame, area etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:01 PM | 3:44 PM on August 1 | 3600  | I check weather & file FP online, then in the <...line break...> morning, on the way to AP I check with FSS (trust them more on tfr's...) <...line break...> before I get to hangar and again check online. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3:38 PM | 3:57 PM on August 1 | 320   | <...line break...> Most briefers I've dealt with are very professional and knowledgeable. I rely on their advice and professionalism heavily. KEEP UP THE GOOD WORK!!!!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:42 PM | 3:59 PM on August 1 | 5500  | I really appreciate the "fac-to-face" briefing experience and greatly resent the past couple of years "lock-down" of FSS facilities due to government agencies not talking to one another "in the interest of national security."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:32 PM | 4:02 PM on August 1 | 7180  | A needed service for flying, I hate to see any FSS closed, even if it is only one person there. You might have a AWOS say it is snowing when the sky is clear and temp is 90F.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3:52 PM | 4:04 PM on August 1 | 220   | My experience is limited, but I place great reliance in their reports and advice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:43 PM | 4:05 PM on August 1 | 650   | The quality of the briefers varies dramatically from call to call. Some briefers fill in the gaps in your understanding from what you can see on the internet and the wx terminals at the airports. Others completely fail to realize that what you need before you put your life on the line and go up in the air is something broader than what you get in a standard briefing. This does not seem be directly based upon experience. I've had bad briefers which said things that indicated that they were 20 year veterans. Sometimes, I call back just to get a different briefer. <...line break...> <...line break...> One major problem is when you call 1800wxbrief from a cell phone it always sends you to the AFSS near your home airport. Sometimes this is very unhelpful since you are frequently travelling whe n flying and you want the local knowlege from that area.                                                                 |



| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 3:50 PM | 4:14 PM on August 1 | 225   | This may be a hot political topic, but this is as good a place as any. When it comes to MY safety and Aviation Information Services - Flight Service, and the related flight operations Control Facilities should NEVER be commercialized. Government operations permit uniformity of service and control and overall enhance safety. I don't need McDonald's contracting out for controllers and Walmart providing my flight plans. All in all, I trust the government structure in the System. The problems right now have little to do with the FAA and it's services, and more to do with The Office of Homeland Security and the Secret Service playing stock exchange bid call with FAA facilities and operations.                                                                                                                                                                                                                                                                                                                                           |
| 3:40 PM | 4:15 PM on August 1 | 3000  | FSS facilities are only as good as the information they receive from the FAA / FDC / etc...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:47 PM | 4:16 PM on August 1 | 5800  | I fly so many flight plans that almost all the briefers know me. The are, with one exception, most helpful. With the security problems we are having, up to date, knowledgeable concerned help is most important and can not be duplicated on a machine. The people are deal with are great!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4:07 PM | 4:19 PM on August 1 | 550   | Invaluable - one of the most important if not the most important system available for general aviation safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4:06 PM | 4:23 PM on August 1 | 240   | I strongly support maintaining the current excellent system essentially in tact. I value telephone briefings and walk-in briefings with expert briefers knowledgeable in the local area and experienced with local conditions. I rely on flight watch to keep my cross country flights safe in changing weather conditions (nearly all the time in the West!). Further, these services MUST remain free. The thought that someboy might decline to spend a few dollars and thereby put themselves in a dangerous situation is something none of us should ever have to face.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:56 PM | 4:26 PM on August 1 | 1220  | EFAS is invaluable to small plane pilots. I listen to 122.0 every non-local flight. <...line break...> <...line break...> With one or two isolated exceptions, all my interactions with Flight Service have been positive and helpful. Many times briefers have gone out of their way to help. <...line break...> <...line break...> Would be nice to have the basics of a flight plan stored with FSS to make in flight filing simpler. Maybe though DUATs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4:13 PM | 4:29 PM on August 1 | 530   | The FSS is a valuable asset of the National Transportation System. It should be, and should remain, a government function provided by the FAA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4:18 PM | 4:30 PM on August 1 | 715   | My first source of weather data is the Internet; the FSS plays a crucial role in helping me reach a conclusion on whether I will fly and which way. I use both.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4:22 PM | 4:35 PM on August 1 | 1900  | I use FSS mostly for weather (particularly when IMC conditions may be present), for weather radar, and to file IFR flight plans. My interactions with FSS have been outstanding and they are extremely helpful. I tend to speak to the same briefers so familiarity is important. I use DUATS as a quick way to get a full briefing since I can print out a copy for the airplane and use the FSS abbreviated briefing to further supplement by weather information. With TFRs and the like, I also use FSS when I need to file an ADIZ flight plan or for late-breaking TFRs (when possible).                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4:04 PM | 4:37 PM on August 1 | 455   | I miss not being able to walk into more FSS on field (so many have closed!) - and often the automated weather broadcasts at fields aren't so accurate - they monitor only a slice of local weather and don't give the big picture. In all the years that I've been flying, I've found the briefers to be knowledgeable and helpful - and answer any additional questions that I might have at the time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3:56 PM | 4:37 PM on August 1 | 6000  | I have been flying for over 30 years and I remember when you could get a good objective VFR briefing from a FSS, those days are long gone. I strongly feel that most VFR weather briefings I receive now could be easily replaced by a recording that says "do not fly today the weather is too bad" even when it is nice. I don't know what is driving this over cautious, overstating of hazards etc. My only guess it is a liability issue and forecasters or "briefers" simply overstate the weather to avoid liability exposure, which makes them totally useless to even the average pilot. I think you will find that most pilots who ask for VFR briefings will agree. If I ask for an IFR briefing it's like all of a sudden the weather gets better.???? This tells me there is something keeping the briefer from just the facts. I guess it's a management problem and it has been going on so long now that the whole system is broke for VFR pilots, the standard VFR briefing seems to be "don't fly today". I guess the lawyers have got us again. |
| 4:29 PM | 4:42 PM on August 1 | 860   | FSS knowledge of local weather conditions and terrain is crucial to flying in the mountainous southwest and Rocky Mountain regions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:25 PM | 4:50 PM on August 1 | 5400  | Service has always been excellent in the Western USA. To much use of "VFR not recommended" when dealing with experienced pilots. <...line break...> Only Bad experiences with FSS have been in the East. i.e. Burlington FSS (worst experience ever) Boston the same. Not Helpful at all.....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 3:30 PM | 4:58 PM on August 1 | 820   | Two problems/suggestions: <...line break...> 1) Need shorter response time to phone calls (Leesburg FSS is swamped by ADIZ flight plan requirements). I've been on hold for 45 minutes. <...line break...> <...line break...> A typical scenario that overwhelms Leesburg FSS is a good weather day on a weekend, with lots of short training flights going on. Everyone needs to check notams and establish an ADIZ flight plan. <...line break...> <...line break...> Couldn't we have a "Standard Notam" for the Washington area on tape, with options for a numbered update? ("Please hold on for Washington Notam Charlie, which follows. Press 3 for notams update #312. Notam Charlie: flight within 30 miles of Washington requires a discreet transponder code...") That way, if we've heard the general notam Charlie (or even the update #312) before, we could skip that section and go straight to the briefer, just to file the flight plan. Our time on the phone overall could be very short, and the briefer's time would be maybe 30 seconds?--just to enter the ADIZ flight plan. For longer flights, certainly, the briefer's                    |
|         |                     |       | input would be needed and would take longer. But many flights are very local and shouldn't require the "Standard Briefing with all notams" many of us were taught was the only way to go. 2) Establish standard criteria for different levels of capability that could curtail VFR flights, much like we have for VFR, MVFR situations. Include with the usual low ceilings and poor visibility, things like strong winds and embedded thundershowers. Cross these with categories of experience and aircraft capabilities: Student pilot, small GA Aircraft, high capability aircraft/pilot, business level, professional level. As a fairly capable GA pilot, I don't care if the wind is 4 kts or 7 kts, or 12 kts on the ground; I know how to handle that situation. A student pilot needs to recognize the 7 kt wind could tax his capabilities, though. The things I (and other pilots that have better capabilities than I do) want to know are "Surprise!" items we can't see, like forecast or nearby fog, strong wind shear, or ceilings low enough that I couldn't complete the flight. If I've indicated I'm planning on leaving in 15 minutes, I don't |
|         |                     |       | need local information about sky condition or winds unless there's a surprise moving in. (OK, non-AWAS airports could use low ceiling information from nearby weather stations.) The standard "VFR not recommended" is too conservative, too general, used over too large an area, and too much like a legal disclaimer to be useful; I have unfortunately tuned that phrase out because I know many flights can be safely flown even when that warning has been issued. Getting the expected conditions I'll encounter enroute is much more helpful. Thanks!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:35 PM | 4:59 PM on August 1 | 3700  | I use FSS for all my GA flights which is about 100 hours per year or roughly 100 flights. I dislike briefers who "protect" themselves constantly during a call by saying "VFR not recommended" over and over or painting a horrible picture of what is actually decent weather. I'd rather the briefer ask me what my experience level is rather than try to figure it out by the type of airplane I fly. I get a big difference in the type of briefing I get when I fly a BE55 than when I fly a C172. Most briefers automatically assume that I'm a nervous novice when I mention that I'm flying a 172. I use FSS for some of my airline flights too and have found those to be some of the best briefings since the briefer knows that no matter what the weather, there's a 99% chance we're going to go anyway.                                                                                                                                                                                                                                                                                                                                               |
| 4:36 PM | 5:00 PM on August 1 | 650   | Outstanding all over the Eastern US.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4:36 PM | 5:00 PM on August 1 | 270   | If I had to pay for FSS services I would NOT use the service unless an emergency arose which, in my opinion, would seriously cause safety issues for all aviation. I certainly would not vote yea for any sitting administration in an election that supported any fee-based service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:36 PM | 5:01 PM on August 1 | 1250  | I get tired of hearing "VFR not recommended" as the first thing out of the briefer's mouth before he even starts into the weather. This frequently happens when the weather is MVFR i.e. much of the time due to haze in the east. This causes me to think he does not know much about local conditions or actual flying VFR. When the ceiling is 2500' and visibility is 3 miles this is well within my experience range. I don't need a briefer to tell me I shouldn't fly. I just want the facts on the weather and any local weather phenomena.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4:42 PM | 5:03 PM on August 1 | 400   | It is critically important that FSS specialists be provided with consistent, and correct, interpretations of national-security NOTAMs. Too often since 9/11/01, FSS briefers have given differing interpretations of the NOTAMs. When pilots are faced with the possible use of deadly force in NOTAM enforcement, we have the right to expect to depend on the answers we get from Flight Service. Unfortunately, the TSA and FAA have not followed through on their responsibility to give Flight Service personnel complete and correct information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:54 PM | 5:04 PM on August 1 | 210   | Cheerful and politeness is a plus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4:51 PM | 5:09 PM on August 1 | 440   | Seattle is more professional in general than Great Falls. <...line break...> <...line break...> WX data is too sparse over the Rockies. More radar coverage would be appreciated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4:54 PM | 5:10 PM on August 1 | 225   | Overall, very good. Biggest problem is extended time needed to file an ADIZ flight plan, and the "system congestion" caused by the Washington ADIZ. If the ADIZ is not going away, get more people and equipment to handle the extra load it creates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:57 PM | 5:15 PM on August 1 | 350   | I fully rely on FSS for information regarding a planned flight. The FSS is my last contact prior to flight to verify other information services. The <...line break...> FSS specialists have always been very helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5:07 PM | 5:24 PM on August 1 | 230   | Please leave FSS intact as is and don't even think of contracting this fine service out. We can't contract out baggage handlers, what makes anyone think we can do away with or replace the fine specialists at F.S.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Started  | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 5:09 PM  | 5:24 PM on August 1 | 6438  | I have found that the service i get varies significantly not only by station, but by briefer within a station. Some are considerable better than others. <...line break...> Also, I would like to complain that I live in Washington, DC and often get the Altoona FSS instead of the Leesburg FSS which to me makes no sense and is a royal pain in the **&&%#\$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:54 PM  | 5:25 PM on August 1 | 3000  | I believe that a human is essential for good briefing and saftey. This can not be done by computers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5:08 PM  | 5:28 PM on August 1 | 11000 | FAR 91.137 requires that I file a flight plan in order to get into a TFR to cover a breaking news story with the TV news helicopter. It is sometimes difficult to get CXO on the radio to file and many times they do not even know about the TFR that approach or tower says is in place. <...line break...> <...line break...> During the space shuttle crash in east Texas there was much confusion from FSS over TFR areas during the first two days. We news helicopters had conflicting information that we got from different FSS stations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4:47 PM  | 5:29 PM on August 1 | 3200  | FTW FSS is excellent. I use their direct landline from my cell phone from all over the country and especially in Canada, rather than using the local FSS where I am. FTW is thorough, predictable and helpful. I think they recognize my tail number and know that I fly a lot, and that translates to a briefing that is more useful to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:10 PM  | 5:30 PM on August 1 | 110   | I have found all my interactions with any FSS to be professional, informative, and helpful in all my flights. Each representative was willing to go the extra mile to help me understand any weather I might encounter, open, close, or amend any flight plan, and try to answer any question I might have while in flight. For myself, I believe the information and assistance offered by Flight Services is imperative to maintain flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5:07 PM  | 5:30 PM on August 1 | 500   | Generally excellent assistance and information. They seem to want to help and are a great help interpeting the weather on marginal days. Initaly I relied on them for TFR info, but that is now online 99% of the time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:09 PM  | 5:34 PM on August 1 | 350   | The FSS facilities that I have used in the past have been instrumental in helping with weather planning, and especially with NOTAMS for restricted areas and TFR's. My only complaint is tat it appears as though there are not enough briefers working in the FSS facilities, as I have often had to wait about 5 minutes to talk with a briefer on the phone. However, once I have gotten to talk to a briefer, they have been knowledgeable about the geographical areas that I am asking about, and usually are good at forecasting the weather (which in Florida is tough for ANYONE to do!). The data that they have is usually real-time data, so they can give me the most up-to-date information that they have. FSS briefers are professionals at what they do, but they add a human touch to the work they do as well. That is why I always call to get official weather briefings and to file flight plans. The FSS briefers are wonderful to deal with.....there just needs to be more of them.                                                                                                                                                                   |
| 5:18 PM  | 5:40 PM on August 1 | 310   | In general, these folks to a superb job with the tools they have to work with. I feel their tools (computer systems, etc) need to be improved - the people are fine!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5:20 PM  | 5:41 PM on August 1 | 190   | I think they are outstanding! ...could talk a little slower but I understand that time is essential in briefing the next pilot. It is my job to work on taking good notes and stopping the FSS person if I do not understand info. I very strongly support FSS personel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:00 PM | 5:45 PM on August 1 | 550   | I am very impressed with the level of service I receive in Albuquerque. The people are friendly and professional. <...line break...> <...line break...> Protecting (or increasing) their funding is my utmost concern - excellent service and proper funding go hand-in-hand.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:15 PM  | 5:46 PM on August 1 | 2600  | Lansing FSS does a good job overall. Some of the briefers brief as if I am a student pilot and have no idea what a pilot flying a 200kt turboprop needs in a briefing. i.e. I alway file my IFR flight plan before my briefing and have got the the following statements in the following weather briefing. <...line break...> <...line break...> VFR not recommended <...line break...> <...line break...> Weather info not near my route of flight <...line break...> <...line break...> There are pilot reports of icing are you sure you want to go. (yes, I'm flying a know ice aircraft part 135) <...line break...> <...line break...> Extremely long briefings that I have had to cut the briefer off becuase he/she was talking to me as if I were a student pilot. <...line break...> <...line break...> I would recommend that the briefers be put through a basic ground school on flying and aircraft. Also, educate them on what a professional pilot would like in a briefing versus the student or low time private pilot. <...line break...> As a professional pilot I often do not have a lot of time for a long drawn out briefing. Just stick to the facts |
|          |                     |       | and keep it simple an two the point. <...line break...> <...line break...> I would also have new briefers ride a long with a 135 freight company, a corporate passenger company, and observe student pilots in school, so they can see how it really is out there in the real world. If they had a better understanding of the level of experience and type of flying being performed they would be better equipped to give a tailored briefing. <...line break...> <...line break...> On another note we could also add another option to the FSS phone system. Press 1 for a briefer. Now press 1 if you are a professional pilot. Press 2 for all other pilots. This would then tell the briefer what type of briefing to give. <...line break...> <...line break...> if you would like to discuss this futher please contact me at flybig@sbcglobal.net <...line break...>                                                                                                                                                                                                                                                                                                 |
| 5:28 PM  | 5:47 PM on August 1 | 700   | The more precise my questions the better the answers I receive. I have had two mediocre reports from Hawthorne in 4 1/2 years of flying. There have been no "just satisfactory" briefs--ALL the REST have been EXCELLENT! (N=200) I think this is an amazing record of competency.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5:31 PM | 5:51 PM on August 1 | 3351  | In general, I receive excellent service from Flight Service, especially while enroute. When receiving pre-flight briefings, there is frequently a tendency to exaggerate the level of adverse weather conditions. This results in the pilot not knowing if the weather is really bad, or if the briefer is making the worst case possibility sound like the actual forecast. I guess the briefer must cover himself, and this is what we should expect in today's litigious society.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:22 PM | 5:52 PM on August 1 | 450   | In my opinion, the level and quality of service from FSS far exceeds that of most business organizations I work with. There is nothing better than talking one-on-one with a person knowledgeable about regulations, weather patterns, radar returns, local oddities, etc. My philosophy is to ask when in doubt. I primarily work with the Lansing FSS. The individuals at that location are fantastic. Martinez does a particularly great job. I'm always glad to hear his voice when calling FSS. From a student pilot all the way through my instrument rating, I have relied on FSS for timely and accurate information. More important than the information is the briefers ability to decipher and interpret it for practical use by a pilot. I am the CIO of a company and consider myself very computer savvy. Even with great tools such as DUATS I still call the briefer for the final interpretation. I can read the weather reports and get an idea what is going on; however, the briefer looks at that same information and sees it at a completely different level. I place a tremendous amount of confidence in their ability to help me understand |
|         |                     |       | exactly what the weather is doing. Not to mention their help with TFR's, NOTAM's, PIREP's, etc. One last note: to speed up the final briefing, I study as much information (DUATS, Weather Channel, etc.) as possible prior to the call. That way when I am on the call with FSS, I already have the overview so we can jump to the details. This speeds the process since I don't have to keep asking for more information to determine exactly where on the map they are describing. One of the biggest challenges I had with briefings was trying to mentally determine where station XYZ is located to visualize the boundaries of weather patterns. With the on-line information in hand, I simply look at the charts and follow along with the briefer.                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:24 PM | 6:01 PM on August 1 | 600   | I've found recently that FSS briefers are not customer service oriented. They complain about being shut down, but then are very rude on the phone. I also think they have become somewhat useless because of automation. I can get the same weather online without having to be on hold. We need to have a system where local pilots and/or weather professionals can give insight into local weather patterns. I want the guy in Buffalo to be able to talk about blizzards and lake effect snow. <...line break...> <...line break...> Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:12 PM | 6:03 PM on August 1 | 1115  | Many times the briefers are overly conservative in their weather interpretation. While I understand their desire to protect themselves and not encourage flight into adverse conditions, the frequent encounter of "better than forecast" conditions leads the pilot to not believe the briefer when marginal conditions exist and the briefer states: VFR flight is not recommended. The most important elements in the briefing should be accuracy and honesty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:45 PM | 6:05 PM on August 1 | 1600  | I want and need the advice and interpretation of weather by a qualified specialist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:47 PM | 6:07 PM on August 1 | 22000 | I have experienced having erroneous information about activity in special use and restricted airspace causing unintended intrusion until radio contact with center was established.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:36 PM | 6:07 PM on August 1 | 3300  | Over the last 40 years of flying, there is no doubt in my mind that my frequent use of FSS's has saved me from numerous dangerous situations, and possibly disaster. The DIRECT contact with briefers is my best insurance against having missed some critical piece of information. In many cases the briefer has simply said, don't go, and I didn't.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6:02 PM | 6:15 PM on August 1 | 650   | My interaction w/FSS has been great. They are my safety partner. I trust their judgement. My only complaint is that I cannot write as fast as some of them talk and I have to ask them to slow down. But that's really my problem!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5:46 PM | 6:20 PM on August 1 | 300   | I strongly support the current FSS system. The specialists are true professionals and need support with improved computer services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:55 PM | 6:21 PM on August 1 | 1200  | My experience with FSS briefers has always been excellent and useful. Use of Duats, the weather channel, and EFAS has enhanced this experience. FSS contact is still the core and basis of my flight planning and decision making. If you do not change a thing I think the flying public will be well served. <...line break...> Utilizing FSS services, Duats, and EFAS I have never been surprised or trapped by weather nor placed in an unsafe situation. It is the FSS briefing that I use for my go/no go decision and what I use to determine my final route of flight. <...line break...> <...line break...> FSS do a marvelous job given the tremendous responsibility they carry on their shoulders.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6:03 PM | 6:28 PM on August 1 | 2500  | Regulations are still such that the only way to prove you obtained weather is by that phone log with FSS. Use of a computer or automated system is not always available or convenient. Provided the phone lines are not down, you can always reach someone via cell or land phone. Definitely would NOT want to lose that surefire link.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:19 PM | 6:43 PM on August 1 | 950   | Biggest criticism is telephone wait time during busy periods. Otherwise, very helpful and courteous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:09 PM | 6:49 PM on August 1 | 325   | Very happy with weather info, which is my primary reason for using FSS. It would be an improvement if the record security advisories were both shorter and read faster - - some take several minutes to receive.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6:28 PM | 6:52 PM on August 1 | 1040  | Flight Service Stations provide good overall service. I have found the Flight Watch services to be exceptionally good. Weaknesses from my view are briefers painting a dark picture of flight conditions when safe flight conditions exist, and providing incorrect data about preferred IFR arrival routes into larger metro areas (Class B/TCA).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6:27 PM | 6:52 PM on August 1 | 6500  | I get great service when I file/fly my IFR aircraft. But I get terrible service when I file/fly my VFR only aircraft. The minute I say VFR, the briefer puts up all kinds of "red flags". Sometimes, I can break this barrier when I explain that I am a high time IFR pilot, but the airplane is VFR only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6:32 PM | 6:53 PM on August 1 | 11650 | I hereby offer "Fam Flights" to you troops in a Gulfstream IV, subject to schedule (yours and mine) and my boss'd approval. Sandy @203-267-4500.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6:29 PM | 6:55 PM on August 1 | 500   | I have encountered 2 rude briefers in the past. <...line break...> All others were fine. If they identified themselves it would make them accountable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6:42 PM | 6:55 PM on August 1 | 180   | Overall, Leesburg does a great job and treats local GA pilots well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6:36 PM | 6:56 PM on August 1 | 109   | In 2001, as a student pilot, an FSS briefer spent 20 minutes on the phone with me (with interruptions to answer his radio) to find a route for a cross-country training flight which would avoid some widespread weather problems. Service like this could never be automated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:44 PM | 6:59 PM on August 1 | 65    | Briefers have always been very professional, helpful and very willing to address issues that I have questions about.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6:54 PM | 7:04 PM on August 1 | 200   | Very valuable resource. Personal interaction and interpretation a great service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6:27 PM | 7:06 PM on August 1 | 260   | The options for this question don't particularly follow my preferences (and probably for other pilots too). To me, "improvements" to the FSS would be more to support the people working there and are probably transparent to us folks on the outside. If anything, we need more briefers!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6:44 PM | 7:08 PM on August 1 | 7700  | I am very satisfied with the briefings I receive from Greenwood FSS, which services my home airport. I feel they do a Superior job in every area of aviation support. I have never felt rushed so they can get to another waiting pilot, and they spend the time I need to fully understand the the factors effecting my flight. The only negative, and it is slight, is that I feel they over emphasise potential adverse weather, trying to sway my go/no go decision. I understand they are trying to protect me (and themselves from potential legal battles), but I would rather have the information presented to me so that I can make the decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6:51 PM | 7:08 PM on August 1 | 1700  | The guys in Fort Worth are the best!! You all do a great job, thank you!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6:56 PM | 7:12 PM on August 1 | 11000 | The most encountered negative experience is that they almost always say, "not recommended" without knowing what kind of pilot I am, or what type of aircraft that I am flying. If they would ask my certificate type and aircraft, they could tailor the brief to my needs better.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:26 PM | 7:15 PM on August 1 | 140   | I want a person to talk to me when I contact FSS. I do not want to have to rely on a computer that cannot understand my questions. I also would like to say that all of the FSS people tend to be very good. However, sometimes the FSS person speaks to quickly for new pilots like my self to keep up, especially when asked for weather briefings. <...line break...> The last time I filed a flight plan the person was extremely helpful and patient even when I was a bit slow. Having a form to fill out before I call with the flight plan information in the format that is most helpful for the FSS person would be benifical for both sides. <...line break...> I have not had a problem open a flight plan and that has really been a nice thing to have when I go on cross country trips. Having a summary of the weather briefing (short concise) might be an idea only if it would be easy for the FSS people. I have never gotten a face to face briefing because I do not know where I would go to get one, and usually I get an FSS brief at my local FBO (fixed base operator), which means the weather info is the most current. Pictorial TFR's may eliminate some of hassle for FSS people but it is still nice to know t |
|         |                     |       | increasing number of TFR times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6:59 PM | 7:23 PM on August 1 | 2200  | Good people, well-versed, generally accurate, always courteous. It is vital to air safety that FSS specialists be readily available. I'm concerned that if we go to a privatized system, where every service is billed separately, we will have pilots skipping briefings, not filing flight plans, and relying on non-aviation-related weather sources. This can only result in less accurate and timely information, with less safety both for airmen and their passengers, as well as the general public. With a privatized system, there are always pressures within the organization to cut corners, reduce expenses, put off modernizing, and reduce staffing, to load up with expensive administrators at the expense of enough specialists where it matters, directly involved with air safety. We cannot afford this. We can't afford to play budgetary shell games with aviation weather information dissemination and safety. If pilots, especially of small planes, have to pay extra for a briefing, to pay extra to file a flight plan or go IFR, they won't. We'll all pay the price of such a penny-wise/pound-foolish approach.                                                                                                |
| 6:21 PM | 7:23 PM on August 1 | 167   | I really feel that the service that i get from fss is very good and reliable. they are prompt and seem to know the areas that i fly in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6:53 PM | 7:25 PM on August 1 | 780   | i) I fly mostly in California & Nevada, i.e., <...line break...> very good weather all year round (my usage of <...line break...> FSS service would probably be different, <...line break...> i.e., higher, if flying in more marginal <...line break...> weather; <...line break...> ii) I should use/contribute to flight-watch more <...line break...> often; my bad, will work on it; so far only <...line break...> used it during night flying; <...line break...> iii) I used to fly in Europe where you wouldn't <...line break...> even dream of a service as good as FSS (and free <...line break...> on top of it);                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7:13 PM | 7:25 PM on August 1 | 1400  | Seattle and McMinville both do an excellent job of providing FSS services; have had nothing but good experiences with them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 7:00 PM | 7:26 PM on August 1 | 550   | I find most of the briefers I interact with to be professional, courteous, knowledgeable, and extremely helpful in interpreting the weather for me and helping me to apply the interpretations to my intended flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7:03 PM | 7:27 PM on August 1 | 590   | Very happy with local FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:20 PM | 7:31 PM on August 1 | 4200  | I find this service very helpful and would hate to see it go                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6:57 PM | 7:34 PM on August 1 | 800   | I use on-line charts, DUATS and FSS as a three-way check on weather. By combining these, I get visual, textual and verbal weather which works with all the ways I learn and assimilate information. <...line break...> <...line break...> By far, the most valuable of these are the FSS specialists. Their knowledge and interpretation are great assets to planning and executing a safe flight as well as a great learning tool for me to increase my knowledge. They are never too busy to take a minute and teach me something I don't understand.                                                                                                                                                                                                                                                             |
| 7:07 PM | 7:34 PM on August 1 | 150   | FSS is one of the most valuable services to a new pilot. I think it is a GREAT system that more people should use!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:16 PM | 7:35 PM on August 1 | 4500  | Honolulu is one of best FSS I have used in the 25 years of flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7:20 PM | 7:35 PM on August 1 | 1200  | Most briefings are very professional but friendly. I have been impressed by the friendliness of the briefers as well as their obvious expertise with the weather and all aspects of standard briefings (notams and tfr's for example)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7:20 PM | 7:36 PM on August 1 | 450   | As stated earlier, there is a huge discrepancy in the quality of briefers encountered. Those who are fellow pilots are much better at providing important information and useful interpretation of both the weather in general as well as the local weather phenomena. You can tell in the first few moments of a briefing whether the briefer has any knowledge of flying and what information is important. There have been times where I have gotten such a poor briefing that I have had to call back immediately and get another briefing from someone with more experience.                                                                                                                                                                                                                                   |
| 7:18 PM | 7:40 PM on August 1 | 2400  | Flight Service is extremely useful to me since I only fly two to three times a month                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:27 PM | 7:43 PM on August 1 | 20900 | I can be assured that the flight plan I file with FSS will be in the system when I call for it. I have had many instances where the flight plan I filed via Internet was not in the system on departure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:36 PM | 7:47 PM on August 1 | 2200  | The skill displayed in interpretation of weather systems is critical to safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:38 PM | 7:48 PM on August 1 | 783   | FSS guys have saved my hide on more than 1 occasion over the past 10 years. They need to stay.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:32 PM | 7:51 PM on August 1 | 6500  | I can't think of any important areas of improvement. FSS does a great job for my needs. I fly both high performance aircraft and "taildraggers" so I have varying needs and they meet my expectations almost every time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:29 PM | 7:52 PM on August 1 | 1968  | All in all with their out dated equipment FSS gives a great service without which I would not fly. FSS is a needed service and I use it. Lets just get better there and we the pilots will get better flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:25 PM | 7:55 PM on August 1 | 827   | I have found that some briefers will exaggerate problems as if they wish to discourage flight for no discernable reason. The last such incident was with the Lansing FSS. They're in the wrong job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6:49 PM | 7:59 PM on August 1 | 377   | OVERALL, I AM PLEASED WITH THE HELP I GET FROM THE BRIEFERS. USUALLY THEY ARE HELPFUL AND PERSONABLE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6:18 PM | 8:05 PM on August 1 | 283   | Strongly feel that no part of the Air Traffic Control System should be privatized. Allowing ANY privatization, would be walking the slippery slope of eventual user fees, reduced service level, or both.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7:37 PM | 8:05 PM on August 1 | 1000  | Most flights are round trips. I use internet/duats prior to leg 1, then cell phone to 1800 wxbrief for return leg. Std briefings both ends. Prefer internet. Need phone access too. Most long flights are IFR. Make a lot of and request PIREPS on 122.0. Thanks to the briefers at Bangor and Millville. Glad you folks are there.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:51 PM | 8:09 PM on August 1 | 475   | I have found FSS to be very helpful and knowledgeable. The Weather conditions described by them have been almost perfect. They provide me with a great deal of security when I fly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:38 PM | 8:10 PM on August 1 | 370   | Your survey does not seem to take into account the Flight training environment. I use FSS for filing flight plans and Briefings for Cross country flying but not for local flights, My answers may skew the results because there was not a question asking what type of flight do you use FSS services for the most often. <...line break...> <...line break...> Good Survey though, It make me think about how I could utilize the service more often. <...line break...> Thanks                                                                                                                                                                                                                                                                                                                                  |
| 7:16 PM | 8:10 PM on August 1 | 870   | I use the Duats and Internet Services for an overview in flight preparation. I DEPEND STRONGLY on FSS to receive finalized Weather Data <...line break...> before departure. Having a FSS Specialist to interface with is a must for the safety of my flights !                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:09 PM | 8:13 PM on August 1 | 1500  | My biggest concern is bad weather. <...line break...> During bad weather the phones are jammed with <...line break...> calls and wait times are excessive. <...line break...> Some times I have to get weather from a computer <...line break...> source as I can not get through to a FSS. <...line break...> During these periods other Pilots are doing the same and if I try to get weather via radio it is <...line break...> usually very busy as well. I just try to fill in the gaps that I can not get from the computer. <...line break...> <...line break...> My biggest wish is for them to have more people <...line break...> working during bad weather peak traffic periods. <...line break...> I know this would be almost impossible to staff <...line break...> but it is my wish just the same. |

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| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:57 PM | 8:15 PM on August 1 | 725   | I think FSS services are great. The personal interaction is very important to me and gives me better confidence in the environment and conditions. I trust the FSS specialist to be honest and friendly and speak clearly while being courteous. I suspect they can judge fairly quickly my level of experience and tend to respond with helpful comments and tips. Enjoy the intereaction and the information is extremely valuable in the cockpit. Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:42 PM | 8:20 PM on August 1 | 2400  | Overall services are good. Interpretation of weather, especially thunderstorm occurance and movement predictions, are too unreliable to plan flight path for avoidance. "Just go and see what is out there" becomes norm.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7:52 PM | 8:21 PM on August 1 | 200   | I primarily interact with Denver FSS and sometimes others serving the Mid-West. In every occasion, they are courteous and extremely helpful. They assist in determining the level of safety in each of my flights. The Flight Watch services are great to monitor in that they very often offer up the needed information while talking to another aircraft and eliminate the need to call them yourself. The Flight Watch personnel always ask additional questions if they feel that safety is of issue and will help pilots get routed to the correct fequencies as well. Overall, I feel that the FSS is a vital piece of public flying safety and should remain under the current system and not allowed to be privatized. Consistency and quality would be compromised if the current system is changed instead of supported. Improvements and upgrades should always be strived for, but not when we risk loosing the human factor that keeps us pilots honest and safe.                                                                                                                                                        |
| 7:52 PM | 8:26 PM on August 1 | 5000  | Thank you - I am an airline pilot but also an owner and instructor in small airplanes. I use FSS for non-airline related activities and tried to answer with this in mind. <...line break...> <...line break...> There are two things I need to explain. 1.) There is a marked difference in the quality of briefer over teh years and thee is some geographical play in this. If I say to you that I used to love Anderson, SC FSS specialists and their own special brand of weather interpretation then maybe you know what I want. There were guys down there that could be looking at sets of summer t-storms and tell you where they were, where they were going, how long it would take and give you about three options on how to tackle the problem and still get where you wanted. They were just fabulous! Then there was Leesburg FSS "doom and gloom". Was it the proximity to Headquarters? A briefing from Leesburg was just a set of data usually followed by whatever the header said - widespread mountain obscuration from Binghampton to Elkins - OK, what are my options? There are or were definite style points |
|         |                     |       | between the two stations. We are losing "experience" in the specialists. <...line break...> <...line break...> The second point is that with the new Security concerns around the Washington DC area, the FSS has become an important resource again. The confusing maze of changing regulations due to security is completely unmanagable without the FSS specialist giving an "official" read on the NOTAM's and directives. I truly thank all of the specialists for the extra work they put in this area - although I am very strong in dicphering weather data and formulating my own strategies, I am completely inept at the legal hodgepodge that Homeland Security and the TSA have created.                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:05 PM | 8:31 PM on August 1 | 490   | My experience w/FSS specialists has uniformly been excellent. Often, without giving advise, they have interpreted local conditions in such a fashion as to make go/no go decisions easy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:09 PM | 8:33 PM on August 1 | 2304  | My interaction with FSS over the years (40) has been great. The closing of some stations has reduced the level of knowledge of the interaction of weather systems with local geographic terrain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:23 PM | 8:39 PM on August 1 | 380   | I cannot imagine being comfortable flying without the services provided by FSS personnel. Hopefully FSS will be brought up to 20th century technology now that it is over...the FAA is mighty slow moving forward and wastes massive amounts of money while making little or no progress. "Your tax dollars at work"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:26 PM | 8:48 PM on August 1 | 2800  | The service I have encountered with FSS specialists covers the entire spectrum, from expert to clueless, however, most are professional and courteous. As a sometime Instrument Instructor, one of the toughest parts of instructing is to teach the candidate how to evaluate the quality of a particular FSS Briefing. <...line break...> <...line break...> Real Live human weather briefers are essential to safe flight in adverse weather, assuming that they can brief to my level of experience. <...line break...> <...line break...> FSS Specialists can and should play a critical role in keeping pilots aware of environmental and regulatory hazards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:13 PM | 8:55 PM on August 1 | 126   | Generally I have been satisfied with the people I have talked with on the phone at our local FSS. The biggest problem I have had is opening my flight plan once airborne. Most of the time the VOR frequency I am supposed to use is very weak and usually I am forced to use a RCO frequency nearby which works better but sometimes it takes a great deal of time to raise someone on frequency and on my last flight another plane and I tried for about 15 minutes without success.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:37 PM | 8:56 PM on August 1 | 259   | I have frequently encountered situations in cross country flights where the FSS specialist did not inform me of TFR's or NOTAMS and could not even find them when I told them of the ones I found on AOPA website. I use AOPA primarily for TFR info because they have the info (give a heads up at least) usually LONG before the FAA releases it and their website is easier to navigate to find relevant TFR's and active SUA's.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 8:22 PM | 8:59 PM on August 1 | 277   | I just completed 50 hrs of cross country flying. I usually couldn't open my flight plan by radio. I heard many other pilots unsuccessfully try to reach both FSS and Flight Watch. The system seems to work less than half of the time between the Texas panhandle and upstate NY. Three times this caused me inability to open my flight plan. (Buffalo, Dayton, Amerillo, radio FSS as well as Flight Watch etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:42 PM | 9:04 PM on August 1 | 132   | Interpretation of weather data by an experienced weather professional is crucial to a low time/ student pilot. FSS personnel save lives by helping us understand the weather. "VFR is NOT recommended" carries a lot of weight with this pilot. <...line break...> <...line break...> Don't forget (with regards to your survey) to include the degrading effects that the Washington ADIZ has had on the FSS. ALL FLIGHTS from within the ADIZ (most of MD, DC, and parts of VA) must contact Leesburg and file TWO ADIZ flight plans in addition to the normal Search and Rescue Flight plan. This has placed an incredible workload on these people, resulting in telephone holding times of about ten minutes.                                                                                                                                                                                                              |
| 8:51 PM | 9:09 PM on August 1 | 180   | For the most part, the people I have worked with have been exemplary. NYC controllers are wonderful: they are thorough yet concise, friendly yet professional. Their depth of knowledge - with local airport procedures, weather, and general aviation experience - made me feel confident as a student, and I continue to use Flight Watch on every cross-country flight. I consider Flight Watch to be one of the most valuable services offered by the FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:46 PM | 9:10 PM on August 1 | 368   | The MMV FSS provides excellent service. Having knowledgeable staff available at all FSS facilities contributes significantly to aviation safety and regulatory compliance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:53 PM | 9:12 PM on August 1 | 4150  | All AFSS personnel I have dealt with either via telephone or via radio have been professional, candid and polite. They always strive to get the information I need accurately in a minimum amount of time .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:41 PM | 9:12 PM on August 1 | 1600  | Essential part of my flying. <...line break...> Two-way phone conversation is essential to timely interpretation of weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:41 PM | 9:14 PM on August 1 | 141   | As a private pilot, I rely very heavily upon the knowledge, services, and interpretation of what the FSS specialists see and understand. Every time I have called upon their services, I am always greeted with a chipper voice, someone who really seems interested and caring about my future flight, and who is always glad to share the information which they know is vital to me. I highly commend these men and women who are FSS specialists for without them, I would not be able to fly as safe as I do.                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:38 PM | 9:14 PM on August 1 | 1970  | 1. I have filed VFR flight plans with Green Bay FSS to an airport in Princeton FSS' area and when I called Princeton to close, they never received the plan from GRB! <...line break...> <...line break...> 2. Sometimes GRB FSS is no fun to talk with. I hang up and get another briefer. <...line break...> <...line break...> 3. There is a woman briefer at Huron FSS who is fabulous. I have talked with her several times way late at night from RAP to STP and her in-flight help makes me very glad to have her on my side. <...line break...> <...line break...> 4. Fort Dodge FSS once helped me avoid a level 5 TS and I owe them a bottle. Their radar is a damn site better than Center's. <...line break...> <...line break...> 5. In the last few years I have noticed some briefers say something which adds a little value to my briefing either because they had a gut feel. Great stuff! <...line break...> |
| 8:55 PM | 9:19 PM on August 1 | 1020  | The Flight Plan information given to FSS should include the Aircraft Classification. I fly a Class Q (Non-jet, cruise speed 189 knots or less)with a flight ceiling of 18,000 feet, yet the briefers spend a fair amount of time giving me information pertaining to flight levels which I will never reach. The briefings could be more expedient and timely if unnecessary data such as winds above flightlevel 20 and stratus at 40,000 feet were left out for P and Q class aircraft. <...line break...> <...line break...> A P or Q Class pilot could always opt for a Class J briefing for the whole load if they have a pressurized turbo-which very few of us fly. <...line break...> <...line break...> Type of Aircraft would then be BE35/G/Q and the briefing would be more efficient for both parties. <...line break...> <...line break...> Keep up the good work. <...line break...> <...line break...> Ron Hays |
| 8:32 PM | 9:35 PM on August 1 | 938   | Would utilize in-flight/enroute weather specialists frequently if they were available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:13 PM | 9:37 PM on August 1 | 1300  | The flight service personel do a good job with the information they have.However there seems to be a lack of specific information that is passed to them from the FAA. In particular, the ADIZ procedures around Washington and New York when it was in effect. The personel tried to give accurate info to me but it would change depending on who was giving the brief. And ATC would have a completely different view on the information. The FAA needs to provide FSS with accurate and clear information regarding Temp. or perminent flight restrictions                                                                                                                                                                                                                                                                                                                                                                  |
| 9:19 PM | 9:40 PM on August 1 | 7500  | I am satisfied with the present system. I really appreciate the PICUS system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:23 PM | 9:45 PM on August 1 | 350   | I typically always file & fly IFR if traveling more than 50 miles from my departure airport; when going on such a trip, I always call FSS to "file an IFR flight plan & get a standard briefing." I'm pleased with FSS overall, and have never had a bad experience with a briefer. The one thing I think could be improved somehow is to somehow better communicate the location of areas of unfavorable weather, adverse conditions, etc. For example, if the briefer uses local towns, etc., to describe where wx might be, this isn't terribly helpful if I'm unfamiliar with the area. Therefore, I often look at a radar or similar wx source (e.g. FBO wx terminal, etc.) if I can while talking to a briefer.                                                                                                                                                                                                           |



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| 9:27 PM  | 9:46 PM on August 1  | 18000 | Sore point: Recorded messages often say "this info has changed" but don't give the date of the change. This necessitates replaying menus, notices and the like that are unchanged just in case they have changed. Big time-waster and a risk of somebody missing a critical new development.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:32 PM  | 9:49 PM on August 1  | 18000 | anderson fss in sc does a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:24 PM  | 9:51 PM on August 1  | 5000  | Whether flying to Alaska or other areas in the lower 48, I have always had the confidence that the info received from FSS specialist made the go/no go decision the correct one. Sometimes the personal touch is a must in changing weather conditions. DUATS can't interpret the data for me; I need expert help.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:25 PM  | 9:52 PM on August 1  | 2570  | Overall I have no major gripes and have had many good experiences over the years. Many of us older pilots like to remember the days before automated FSS, but the availability of web-based DUATS and other internet delivered weather products is actually superior in content. Most of all I'd just like to say thanks for the support I have received, whether by telephone, radio, or internet. All sources have a valuable role to play and I hope all will remain available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:45 PM  | 10:02 PM on August 1 | 3000  | Overall, I am very satisfied with FSS. It would be extremely helpful, and I believe would enhance safety, if there were more options for walk-in service around the country. I learn a lot sitting with a weather expert when things get "interesting". It would also be valuable if the specialists could give me a more accurate estimate of the actual icing, thunderstorm, etc conditions likely to exist. Some do, but some paint such a gloom-and-doom picture that they totally invalidate the entire briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:43 PM  | 10:03 PM on August 1 | 450   | From what I can tell, they do a great job. They need more modern equipment badly!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:31 PM  | 10:06 PM on August 1 | 25000 | our fss system is an absolute plus for the safty of aviation, especially ifr flights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:36 PM  | 10:16 PM on August 1 | 5380  | I've been flying for almost 30 years. It used to be very difficult to get through on the phone to FSS stations w/o long delays on hold, but that seems much improved in recent years. One problem: I usually call on my cell phone, and when, for example, I'm in California, I end up getting connected to a briefer near my home base in the Northeast, and he/she can't tell me much about LAX weather or local notams! This automatic routing by caller ID is a problem for cell phones. FSS call routing should be determined solely by the location of the phone itself, not the home base of the cell phone number. Also, I rely HEAVILY on FSS briefers to keep me posted on national security restrictions, since much of my flying is in the BOS-NYC-DCA area. When away from an internet connection, they are also my principal source of preflight WX. Since I have EchoFlight satellite downloading of Nexrad and Metar info in my airplane, I rarely use EFAS these days, but it's nice to have on occasions when my satellite system is down or when I need info on PIREPS, icing, TAF's, or winds aloft forecasts. I occasionally |
|          |                      |       | use non-EFAS FSS radio to air-file flight plans or to check up on notams/TFR's. Having traveled literally around the world in GA aircraft, I have experienced the terrible international alternatives to our FSS stations. Let's not lose ours. . . they're very valuable!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:55 PM  | 10:16 PM on August 1 | 4000  | FSS is doing a great job and I can't imagine Flying safely without them. <...line break...> If people have to pay for this service I think more people will go flying without getting the information they need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:42 PM  | 10:18 PM on August 1 | 4500  | FSS Specialists need better weather training approaching that which forecasters have. <...line break...> <...line break...> Duats reports for 250 mile on either side of the route include too much information which is a 1000 miles or more away and including Iraq. Data should be condensed to the 250 mile width.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:47 PM  | 10:19 PM on August 1 | 550   | Flight Service Stations are an incredibly valuable service for providing me with critical and timely flight information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:50 PM  | 10:21 PM on August 1 | 480   | Local knowledge provided by a briefer along with alternative route planning based on the briefer's local experience has enabled me to conduct a safe flight, albeit longer, when flight would have otherwise been prohibited. This kind of valuable information is not attainable through automation. FSS briefers are extremely valuable and any effort to reduce cost by elimination of this extremely valuable and important resource exposes a lack of understanding of aircraft systems, pilot responsibilities and the conduct of safe flight. Statistics have their place but the number of times that briefers provide information that results in safe flight that otherwise might not have been is probably not recorded anywhere. The problem with statistics is that they only reveal information about data that is tracked but they do not reveal information when data is not tracked and that can lead to incorrect conclusions. Please keep our FSS briefers and keep our FSS briefers a governmental function.                                                                                                                  |
| 10:03 PM | 10:22 PM on August 1 | 1800  | Excellent service; I'd be hard pressed to do without it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:13 PM | 10:29 PM on August 1 | 1200  | Pilots need FSS now and in the future, with improvements as technology and delivery systems allow.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:10 PM | 10:32 PM on August 1 | 4200  | In the Baltimore/Washington area, we must file a ADIZ flight plan every time we depart our airport at MTN. This does nothing to prevent a terrorist attack and is a waste of time for the FSS and ATC. Because of this situation, the FSS specialists are wasting valuable time filing these ADIZ flight plans which get lost all the time. ATC can not locate the flight plans, and we have to circle outside the ADIZ waiting for clearances. A very dangerous atmosphere has been created by a beaurocracy that has no background or knowledge of the aviation system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:15 PM | 10:35 PM on August 1 | 500   | We get great service and like briefers who know the area well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 10:14 PM | 10:36 PM on August 1 | 3100  | FSS is generally far better than the service by indepth data inperterion and depth of knowledge than what I am recieving from Military briefers. I am "not allowed" to use FSS "offically" but often call FSS when poor Wx is in route fo flight to get different perspective. Most valuable tool to me right now. Glad FSS is around!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:18 PM | 10:38 PM on August 1 | 5500  | keep FFS human! automation is problematic at best!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:25 PM | 10:41 PM on August 1 | 950   | FSS is not only important for general aviation but an important and valuable asset for military aviation as well. On many military flights they have provided timely and accurate information and were always familiar with the type of flying I was doing ie. VR/IR routes, weather etc..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:16 PM | 10:46 PM on August 1 | 350   | It's Customer Service for the Government, They solve many problems and interact with pilots more than just weather. I do not like the idea of privatization, who do we call then to solve problems or answer question. The private controllers will cost way too much and I can hardly afford to fly now.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:18 PM | 10:52 PM on August 1 | 740   | As a 12-year pilot, I've visited the SBA Flight Service Station before it was closed, and got very useful information about area communications. I miss the ability to see a specialist face to face. However, the telephone is the next best method of communicating. In the SOCAL area, after living here for 40 years, I have a pretty good understanding of local weather patterns. However, I definitely need the detail that I can get from a specialist on the phone, and I despise the thought that I should have to go to a machine and decipher what may or may not be accurate information for me. <...line break...> <...line break...> The government does best when it provides services that enhance safety and mobility of those wishing to fly. We pay taxes to support this function, both through FSS and ATC services. I usually fly "flight-following", and since 9-11 I've only been refused this service once, by an inexperienced ATC person in the SMO area. By the same token, I've used FSS as my weather briefing service on nearly every flight, which I combine with my own knowledge of weather                                    |
|          |                      |       | patterns and observations. I'm also more comfortable when I ask for any NOTAMS on TFR's, since they seem to materialize very late in the flight-planning process. <...line break...> <...line break...> Even if all this service were available from a mechanized source, I'd be worried that either it was out of date, inaccurate, or that I mis-understood it. I therefor feel that it is essential that FSS stations continue to serve the flying public, as a matter of public safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:37 PM | 11:03 PM on August 1 | 100   | Sometimes it takes a LONG time to actually talk to a briefer. We are on hold for a LONG time before a briefer answers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:47 PM | 11:04 PM on August 1 | 800   | In my experience, Flight Services does a difficult job exceedingly well. With the increasingly complex National Security implications of aviation, and the dire consequences associated with error, having a local Flight Services Specialist in your corner is a major advantage. The only thing that needs to get changed is the NOTAM system. These people rock!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:48 PM | 11:08 PM on August 1 | 8000  | TOO MANY LOST FLIGHT PLANS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:09 PM | 11:30 PM on August 1 | 2100  | Generally, FSS services are of the highest quality but substantial variance from this standard is not uncommon enough. Still, FSS services remain better than automated services because of the human specialist's ability to cull appropriate and necessary information from the voluminous data presented in an automated (DUATS) briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:05 PM | 11:33 PM on August 1 | 550   | FSS invariably provides accurate, friendly, timely information. Probably the only government agency I can think of that performs to this level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:57 PM | 11:35 PM on August 1 | 155   | It may just be be that I'm "Low hours", but in Florida, when the weather starts to sour and I need information, the local FSS and Flight Watch staff have been right on target. I've been able to get verble interpetations of radar information that has been the difference between getting caught and getting through smoothly. They have allowed me to enjoy low level flying, pointing out the weather to my passengers rather than strapping them in while getting home. I can also make that last minuet desion to stay home.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:24 PM | 11:39 PM on August 1 | 1450  | I fly primarily between Western NY,MI and TN; TN to TX, and TN to FL. These are 600 nm legs. since there can be a big difference in the weather on either end of one of these flights, I call the FSS at destination location. I find the local briefer more knowledgeable about local weather and the popup TFRs, plaging all of us, than a briefer 600 miles away. EG: FL to TN, or TN to BUF in the winter! Summer storms in the South and winter weather in the North. <...line break...> <...line break...> Sometimes I get a briefer from another FSS due to reroute of calls from a FSS overloaded with calls. At times, I'm asked how why I called the rerouted FSS! It appears they do not like to take other FSS calls! <...line break...> <...line break...> When using my cell phone, sometimes in the plane, in locations out of the cell phone area code and dial 800-992-7433, I am routed back to the FSS in my cell phone number area code. This is a problem which has to be overcome by having a list of local FSS phone numbers on my clipboard. Once again, I call the local FSS for the best briefing! In this day and age of high tech, it |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|          |                      |       | would appear this should not be! I should be routed to the FSS closest to my physical location. <...line break...> <...line break...> The Rochester, NY FSDO has a new program (maybe a national test site) to use the internet for communicating with pilots by a weekly newsletter. Because funds are always tight, it has allowed pilots in the area to receive timely information at minimal cost. Maybe this system of informing pilots of current events, accidents, and upcoming seminars, events could be used in the FSS too! <...line break...> <...line break...> The FSSs must get out and visit local pilots at EAA, airport, and airport commission meetings to SELL YOUR SERVICES and make itself more visible. The FSDOs are way ahead of you in this area! <...line break...> <...line break...> The folks manning the phones at the FSSs I use do an excellent job. Talking to a friendly, knowledgeable briefer, many who are General Aviation pilots means the best informed pilot preparing for a flight. Suggest all FSS briefers take general aviation flights to become acquainted with what FSS customers |
|          |                      |       | do with its product. <...line break...> <...line break...> Thank you for allowing me to take this survey. I hope it is useful in compiling thoughts to retain its services. I'd hate to see it go away like other federal programs sometimes do!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:23 PM | 11:49 PM on August 1 | 1100  | Although I get most of my weather information from DUATs, I rely heavily on the FSS briefer's experience when I'm flying through adverse weather. If bad weather is forecast, I always call the FSS for an abbreviated briefing. I really want their "trained eye" to tell me what I'm getting into. <...line break...> <...line break...> It would be EXCELLENT if EFAS (Flight Watch) and ATC could be combined into a special position. ATC can see me, but not weather. EFAS can see weather, but not me or my route. It would be GREAT if a briefer could see both. (Sidenote: ATC does not have the time to answer my inflight weather questions. A separate position is needed). <...line break...> <...line break...> Pilots will always need weather briefers/interpreters. Although their method of delivery may change (telephone to internet to on-board weather), I always want someone who can interpret the weather for me.                                                                                                                                                                                         |
| 11:20 PM | 11:49 PM on August 1 | 325   | I HAVE FOUND THE FSS TO BE VERY COURTEOUS AND HELPFUL TO ME. <...line break...> <...line break...> ONE ITEM NOT REALLY COVERED IN THIS SURVEY IS THE ABILITY TO REACH THEM BY RADIO. WHEN IN THE AIR, I CANNOT ALWAYS REACH FSS. <...line break...> <...line break...> ANOTHER PROBLEM IS WHEN PILOTS FILE THEIR FLIGHT PLANS OVER A/C RADIOS. THIS REALLY TIES UP THE FREQUENCY MAKING IT DIFFICULT TO REACH FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:16 PM | 11:53 PM on August 1 | 1220  | FSS Specialists are the worst interpreters of weather data. Their analysis and recommendations have caused me to cancel at least 5 flights in the last year because of their incorrect forecasts which were later proved to be diametrically opposite of actual conditions. Because of this I stopped completely using their weather forecasting services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:39 PM  | 0:05 AM on August 2  | 200   | I find speaking with a live pre-flight briefer, while being able to review the same or similar data over the internet, gives me the best possible understanding of weather and other variables that can affect my flight and my go/no-go decision before I arrive at the airport. Following up with an update briefing at the airport by cell phone allows me to make my flights with confidence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:28 PM | 0:07 AM on August 2  | 780   | Two areas of improvement: <...line break...> <...line break...> 1. The audio quality of the HIWAS and other in-flight recorded info broadcasts is poor and frequently difficult to understand; and <...line break...> 2. EFAS guys are often grumpy and terse, like they don't like their job. in contrast, the people on radion are more often friendly and helpful. (I use EFAS more because of the convenience of having only one frequency to remember.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:24 PM | 0:18 AM on August 2  | 520   | I prefer to receive routine data in automated form (e.g. DUATS) because it is easier and less error-prone than transcribing data from a phone or radio briefing, esp. for large amounts of data. But I also like the availability of one-to-one communication with a FSS specialist for clarification and interpretation, especially when flying in unfamiliar areas. I would also like to see more graphical tools for depicting weather data, and also historical and trend data. I frequently use the 24-hour METAR histories available at weather.noaa.gov. I would also like to see more ATIS's converted to continuous updating like AWOS rather than only once-per hour recording. When computer access is not available, I will frequently call the landline for ATIS or AWOS broadcasts for current info. Usually I am waiting for the weather to change, so the continuous AWOS-style updating lets me know of changes sooner. I don't know if this falls under the purview of FSS, but it can't hurt to ask.                                                                                                            |
| 11:53 PM | 0:18 AM on August 2  | 680   | I have had only one experience with a briefer that did not know her job and spoke with a minority accent so heavy that I had to hang up and try again with another briefer. In today's politically correct world I am not sure this type of situation can be handled, but it needs to be.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:07 AM | 0:32 AM on August 2  | 154   | I feel confident that FSS personell are knowledgable people, who try to provide up to date info and as-accurate-as-can-be interpretation. The accuracy and timeliness of TFR info should be enhanced, and all info available from FSS should be web accessible, as it becomes known.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:27 AM | 0:43 AM on August 2  | 410   | These folks are awesome! They are also overworked. I rely on them for things the computer can't provide: interpretation of NOTAMs, local knowledge, international flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:38 AM | 0:51 AM on August 2  | 4500  | My flight plans when filed with a FSS Specialist via telephone seem to frequently get "lost" in the system. That is the reason I try to always file flight plans on the internet. We need to reinstate filing on-line for the Washington, DC area ASAP!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:55 AM | 1:04 AM on August 2  | 110   | I use them alot for changing TFR's give's me confidence that I'm fully aware of whats going on                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Started  | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12:29 AM | 1:06 AM on August 2 | 1550  | Telephone and in-flight radio services are very important to me as a pilot. My main gripes are: waiting on hold to talk with a pre-flight briefer, no answer when flight service is contacted during a flight, briefers who have limited weather, geographic, and/or piloting experience. I have been a pilot for 15 years and note a steady decline in both telephone and radio response time. Also, quality of both briefers and briefings is inconsistent. VFR briefings are often not tailored to my level of experience with briefer often overstating weather hazards. Over time, most pilots I know believe that they are often given inaccurate information or a recommendation not to fly under the guise of safety, rather than receiving a truly factual briefing. <...line break...>                                                                                                                                                                                                                                                                                                                                                                              |
| 12:46 AM | 1:23 AM on August 2 | 43000 | Automate TFRs when they are announced- -Wheres Bush today- - - Chenny?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:41 AM  | 1:59 AM on August 2 | 385   | Keep the FSS stations running! These guys provide an extremely valuable service and deserve to keep working. I would not feel as safe as I do now flying if I were left with only automated briefing services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:37 AM  | 2:04 AM on August 2 | 650   | I have had my pilots license for 28 years. For the past 16 years I have not flown. Since I have started flying (for the last 2 years) and have been getting weather briefings from the FSS I have noticed form (from memory, no matter how faint) that FSS briefers of old were more apt to give you a full weather briefing without being asked or prompted than they are today. If you don't specifically ask for a full weather briefing, you cannot be assured of getting one (VFR only).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:45 AM  | 2:06 AM on August 2 | 4000  | I THINK THE FLIGHT SERVICE STATIONS THROUGH OUT THE COUNTRY PROVIDE AN INVALUABLE SERVICE. THE FAA SHOULD BE THINKING HOW TO EXPAND THEIR SERVICES NOT ON HOW TO GET RID OF THEM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1:38 AM  | 2:09 AM on August 2 | 450   | More facilities would give better chance to walk in and be face to face and to see the weather. This could also be a learning experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:48 AM  | 2:15 AM on August 2 | 7000  | I APPRECIATE THE SERVICE GIVEN TO ME BY AFSS. TFR INFORMATION HAS BEEN INCONSISTANT FROM ONE BRIEF TO ANOTHER PILOT BRIEF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:45 AM  | 3:13 AM on August 2 | 900   | 1. I have never considered that FSS could personalize contact experience according to my level of experience. Never taught this or read about it. <...line break...> <...line break...> 2. A majority (60%) of my Alaska/Canada flying is to remote areas, with poor communication links. Even when cellular service is locally available, it is not uncommon for the system to refuse to allow roaming on my account. I carry an Iridium satellite phone to file and close flight plans. A fully automated (internet) experience is worthless to me in this type of flying. <...line break...> <...line break...> 3. Another obnoxious problem I encounter is that FSS 1-800-WXB-RIEF doesn't work with cell phones. The "custom" switching performed by the phone network to route cell phone calls doesn't recognize the area code of the origination of the call, but the area code of the subscriber MIN, so I call from rural Nevada, and end up being connected to Kenai Flight Service in Alaska! <...line break...> <...line break...> 4. I have had trouble identifying and obtaining the correct FSS phone numbers when first flying to a new area of the country. |
| 5:20 AM  | 5:35 AM on August 2 | 260   | I typically use DUATS for briefings/flight planning, then contact FSS for clarifications and updates. It would be nice to be able to do face-to-face briefings again at PIE. FSS personnel are all very helpful and knowledgeable, some extremely so.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:08 AM  | 5:46 AM on August 2 | 9200  | I always use FSS Briefer to verify information obtained by DUATS, Weather Channel, and other methods of weather acquisition.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:17 AM  | 6:54 AM on August 2 | 524   | Flight Service Stations are a valuable part of planning any flight. The staff I talk with most (Anderson, SC FSS), are very experienced in the geographic area and understand the weather in this area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6:16 AM  | 7:03 AM on August 2 | 3500  | By far the majority of the specialists are just great, really helpful and fun to talk with. Once in a while (one in every 25-40 contacts) I get someone who just won't listen to my requests or needs (or the requests or needs of my students) --- those are really difficult interactions. They just say what they want to say, and are incapable of adjusting to the needs of the pilot. These individuals often refuse me the information I request, and/or are unwilling to go beyond their normal routines -- for example, they won't look up a lifted-index chart or provide a prog beyond the time duration of an area report. As a teacher of weather and longtime flight instructor I have a special interest in the weather interpretations given by the briefers. Most do a fine job of staying within their knowledge realms (which clearly range from knowing very little about weather to being very knowledgeable and insightful). A few know so little about weather that their attempts at offering assistance can be so poor as to be detrimental to pilots with equally weak weather knowledge and understanding. One real pet                            |
|          |                     |       | peeve of mine is to have a briefing given in which I cannot get the briefer (without some considerable persuasive effort on my part) to read me the actual METAR's, TAF's, and/or NOTAM's --- I often want the actual information, not their summary of it. For the most part the identifying by a briefer of the boundaries of TFR's, SIGMET's, AIRMET's are acceptable, except they sometimes don't know, or have access to a reference for, the location of some of the identifying VOR's (which thus makes the information less useful to meaningless). The graphical representation by private vendors, AOPA, etc., of TFR's, WATCH's, SIGMET's, AIRMET's, etc., etc., is much much better than anything provided by the FAA at this point. Local notams are the hardest thing to obtain, regardless of the type of sources (FSS, DUAT, etc.). Sure would like that to become easier and more certain ... especially for longer cross-country flights from one area to another. Information on activity in MOA's and along MTR's is always sketchy and limited at best, and seldom truly helpful. MTR information is so                                                  |
|          |                     |       | poor in our area that I know of no pilots who even pay any attention to them. Thanks for doing this work. I'm sure it will help all of us in the flying world!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6:54 AM | 7:14 AM on August 2 | 1000  | I would like to use DUATS to file my flight plans as I have for many years. Unfortunately since I fly out of HEF I MUST USE FSS voice contact to file must IFR flight plans, resulting in inconvenience and delay (5+ minutes many times). This procedure is stupid. What does it accomplish other than discouraging my flying? Show me anyone who thinks this particular procedure benefits "national security" and I'll show you an unknowledgeable idiot!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:53 AM | 7:18 AM on August 2 | 900   | It's important to be able to talk to a human sometimes in order to discuss a weather situation or get properly briefed for notams, especially the TFR's lately. Pilot liability is too great to just rely on automated services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:00 AM | 7:28 AM on August 2 | 10500 | Ideally, would like capability to begin DUAT briefing, THEN, after initial review, have FSS Specialist join me during my session either online or on phone link to review, highlight, and/or check for any significant items I may have missed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7:33 AM | 7:48 AM on August 2 | 11000 | Long delays before someone is available. Flight plans not being forwarded after filing. This creates delays when calling clearance delivery for clearance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:55 AM | 8:07 AM on August 2 | 400   | I sue Dayton most often but have found many FSSs to be wonderful and an invaluable tool. Will all the restrictions and TFRs that pop up, plus the weather's ability to change so quickly and no cockpit radar, I need them greatly. I don't fly without calling FSS. N650R. Feel free to contact me for any further anecdotal information. Nino Vitale 937.408.5463                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:58 AM | 8:17 AM on August 2 | 1400  | FSS specialists are an important and often undervalued component of flight safety. I hope we never have to learn to operate without them. I am also an ASC and know firsthand the role that FSS specialists play in accident prevention. Thanks for all you do!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7:42 AM | 8:24 AM on August 2 | 900   | I'm relying more on automated WX information and my own interpretation. What I appreciate most from a human briefer is a shorter brief where conditions warrant (i.e. good WX) or insight regarding actual WX different than forecast and why. It seems that the FAA rules discourage these things, however. <...line break...> <...line break...> One of my most recent briefings was by a briefer who seemed to have the agenda of making the fly/no fly decision for me - I'd already obtained weather and called FSS to get a void-time IFR release on the ground. The briefer instead gave me a 5 minute weather briefing. There was a convective sigmet in effect, so there was some justification for this - but I already knew about the sigmet and current weather. When he stopped, he seemed to think I'd cancel the flight, and I had to ask again for the IFR release void time. The flight was uneventful, with weather as I'd expected from my earlier brief and from the WSI terminal I'd used at the airport. <...line break...> <...line break...> I'm concerned that experiences like this will cause me to discount a good briefer's warning someday. |
| 8:36 AM | 8:55 AM on August 2 | 650   | I rely on FSS for almost every trip I take and have almost always been extremely pleased with the service. Talking with a human and discussing the trip by bouncing ideas off each other is so much better than DUATS or any other automated system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:45 AM | 8:58 AM on August 2 | 1700  | The briefers at the FSS are invaluable to pilots living with the Washington ADIZ. Every FSS I have had an opportunity to use has been excellent, with good local knowledge of weather and airspace.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8:34 AM | 8:59 AM on August 2 | 190   | I am extremely pleased with the services that FSS provides. I use automated services from home for graphics and checks on weather facts, and then will often call the FSS for an update when I am at the FBO. This is also to find out about any "last minute surprise TFRs", and to ensure a log of my weather request. Some FBOs do not offer automated weather tools and I MUST call. Others offer weather computers that do not log the tail number. I also often call when the weather is unusual or when I desire a "second opinion" about a flight in weather that is close to my tolerances.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:51 AM | 9:09 AM on August 2 | 6000  | The FSSs are a critical resource to Flight Safety. Along those lines I would like to be able to dial the 1-800-wx-brief number and have the ability to contact any of the FSSs - so I can get that "Local" knowledge which I feel is extremely beneficial. When I use my cell phone (I live in Michigan) I always get connected to Lansing regardless of where I am - I want the ability to talk to the local human source.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:08 AM | 9:30 AM on August 2 | 1000  | I use FSS for weather only when I don't have computer access. I can get more information, more quickly, off the web. Inflight radio access for weather is still needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:21 AM | 9:39 AM on August 2 | 165   | I consider the FSS to be a great asset to general aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:18 AM | 9:47 AM on August 2 | 280   | I have always been impressed with the courteous and helpful attitude of the briefers with whom I've spoken. While weather changes and sometimes doesn't do exactly as forecasted, they have given valuable information to assist me in go/no-go decisions. I hope you'll always have a "person" to talk with and not a strictly automated system. I have found DUATS to sometimes not provide the picture which accurately reflected my flight. Having a knowledgeable human on the other end of the phone (or in person) to interpret data is far better than an entirely automated system. <...line break...> <...line break...> Thanks for taking the time to listen to pilots' opinions. <...line break...> <...line break...> Rick Myers <...line break...> N12521                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:40 AM | 9:52 AM on August 2 | 320   | My biggest complaint with FSS is the amount of time I have to wait on hold. 5+ minutes is typical at Raleigh and I've had 15+ minute waits at Leesburg. This is a safety issue because people will give up and fly without briefings if they can't get an answer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| 9:26 AM  | 10:03 AM on August 2 | 410   | On a couple recent trips, the briefer suggested alternate routing to get me around weather and on to my destination: once on the ground prior to flight, another time enroute on Flight Watch. This was extremely helpful to me as I was unfamiliar with local weather peculiarities nor the geography (I am a flat Florida pilot and was flying around mountainous terrain). That kind of service, delivered in a VERY helpful, safety conscious way was invaluable to me. That is why continued human interaction is vital, in addition to enhanced automated and electronic/internet data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:43 AM  | 10:14 AM on August 2 | 1150  | Sometimes I get a Specialist that is extraordinarily good. Recently I was on an XC and briefing at LAF, The weather was easy IFR except at my destination, which was below minimums. The briefer suggested that an airport 30 miles away was above minimums and that the weather was supposed to improve by the time I got there. I filed and made the flight with most, including the landing at the primary airport in VFR. <...line break...> <...line break...> At other times the briefer does not seem to want to interpret or suggest anything. <...line break...> <...line break...> Regarding the "official" METARs, TAFs, etc. do we still need all the abbreviations that can be misinterpreted? Sometimes I will call FSS just to get a translation.                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:50 AM  | 10:20 AM on August 2 | 150   | I have always been impressed with the knowledge and skill of the men and women in the FSS world. They have persuaded me from flying into some nasty weather conditions on many occasions. If it were not for their knowledge and skills I believe many more pilots would get into trouble. They provide a service and insight that a computer full of text and graphics cannot. After 9/11 I have noticed an increased diligence by FSS to ensure I stay away from sensitive areas that are important to national security.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:08 AM | 10:30 AM on August 2 | 550   | Flight service specialists are dedicated, knowledgeable individuals and personal contact with them greatly enhanced flight safety. We need to keep that contact!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:29 AM | 10:42 AM on August 2 | 950   | I would say the majority of my contacts with FSS have been good, and there are some very knowledgeable people, well-equipped to interpret local weather conditions for me. However, I have also experienced more than a few: lost flight plans, mis-filed flight plans, poor responses to my questions, and lack of knowledge. The overall level needs to be raised. Thanks,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:30 AM | 10:42 AM on August 2 | 700   | In general, the Denver FSS is excellent. <...line break...> <...line break...> I would really like to have a walk-in FSS available at all major airports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:31 AM | 10:50 AM on August 2 | 935   | 1. Each FSS/AFSS should have some sort of printed or download-able guide to the services they provide - many pilots are intimidated by calling because they don't understand what is offered by a FSS. i.e., many pilots I speak with have never used TIBS! <...line break...> 2. Briefers, though trained to use a kind of format in delivering a briefing, seem to be inconsistent. As a CFI I train my students to give PERTINENT information to the briefer upon initial contact, to include those items suggested in FAA AC-00-45E. There have been several instances of briefers 'cutting-off' the student during this phase. I would appreciate greater patience and understanding on the part of the briefer, especially with student pilots. If the FAA is truly concerned with safety, then the briefers need to impart this emphasis in kind. <...line break...> 3. I find it important in keeping with 14 CFR Part 91.103 (b) that in obtaining all available information concerning the flight to obtain TIMELY data, especially NOTAMS...especially *FDC* NOTAMS...especially in regards to TFRs. I would like to see more emphasis |
|          |                      |       | placed by a FSS briefer on unique flight restrictions, and not just local NOTAMS during a briefing. <...line break...> <...line break...> Thanks for YOUR time!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:36 AM | 10:51 AM on August 2 | 330   | I think they are necessary and valuable. I like the ability to talk things over with a briefer. One criticism I have is that they need to talk more slowly when relaying the info for me because I tend to write more slowly and thus if I am rushed, I am afraid I will miss something.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:19 AM | 10:54 AM on August 2 | 1700  | ATL EFAS displayed miserable quality in assisting flight decisions/deviations(IFR) around TRW's last mo while enroute JAX LGC MEM. Controller actually refused to speak with me further after a terse and extremely vague description of TRW activity near LGC, indicating that the system was either overloaded, she was incapable of providing a reasonable level of service, or was ignorant of my needs (specific request made to specialist re: convective activity along my route). EFAS usually provides well-detailed weather information that I cannot get from my stormscope. Please emphasize this unique "eyes and ears" quality of EFAS to pilots in IMC/Weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:56 AM | 11:11 AM on August 2 | 1700  | The time left on hold waiting for a briefer is too long. This can be very expensive when calling from a foreign location such as the Bahamas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:10 AM | 11:22 AM on August 2 | 195   | In my limited recent experience (I relied on them much heavier years ago when flying power) I have found the people to be excellent in their professionalism, concern for the pilots, and politeness. Give them what they need, this group is a tremendous resource for safety!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:06 AM | 11:34 AM on August 2 | 1200  | My experience with FSS is one of complete satisfaction especially with the FSS I mostly use at MLC. They are very helpful, knowledgeable and willing to help any way they can. I fully appreciate this service as a pilot and wish to have that service continue to be available                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:14 AM | 11:35 AM on August 2 | 2500  | Often times the specialist quickly reads the information to me from his screen and offers nothing else. I would like a better interpretation of radar returns.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| 11:25 AM | 11:35 AM on August 2 | 550   | a valuable service, telephone wait times too long frequently, would use DUATS more if had more confidence and it was a more up to date tool                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:39 AM | 11:57 AM on August 2 | 10500 | I very seldom use FSS for pre-flight planning, however there are times when I do not have computer access that I find them valuable. <...line break...> I do use Flight Watch for in flight info on a regular basis while flying long distances. <...line break...> How ever we must not do away with FSS, they do provide a value for the many thousands of general aviation pilots that unlike myself do not fly as a profession day after day.                                                                                                                                                                    |
| 11:29 AM | 12:17 PM on August 2 | 542   | They do a good job! Don't get rid of them. Getting my weather and flight info on the Net is great, but it is a good safety factor to back it up with a briefing from a FSS. I'm not a weather expert, and with all the notams, and TFR's, two heads are better than one. It's also safer to have in flight service for when you realize you forgot some important info, or the weather you are seeing is different than forcast. Keep up the good work.                                                                                                                                                              |
| 12:09 PM | 12:24 PM on August 2 | 187   | AFSS Still the best source of aviation wx for me!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:00 PM | 12:25 PM on August 2 | 13000 | CLE FSS , has 1or2 brifers who have an attitude with me and other pilots in our area. I am a FAA designated pilot examiner and if they treat me bad, just think what a student pilot would think of them, they probably wil not want to call them any more. These 1 or 2 brifers have the attitude that pilots are a pain and that pilots work for them, not the other way around.                                                                                                                                                                                                                                   |
| 11:48 AM | 12:31 PM on August 2 | 3000  | First flight of the day, usually contact ABQ FSS, via cell phone. 1. Almost never any waiting to talk to a briefer. 2. They have a data file on our flight number. Just tell them when we are going and the route. Also any adjustments to any other info. From there we file in flight with whom ever is closest. As far as weather, I like the WSI weather machines most FBO's have. I'll only ask FSS for forcast conditions less than VFR for time of arrival, only to see if I need to file an alternate. Over all service has been outstanding <...line break...> Keep up the good work!! Thank You            |
| 12:35 PM | 12:48 PM on August 2 | 265   | I won't fly without them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12:45 PM | 1:05 PM on August 2  | 110   | One of the greatest aspects of FSS personal to me has been their friendliness. I suppose how friendly someone is would be less important than the accuracy or timeliness of the information, BUT sometimes having a friendly voice can make a lot of difference in the ability to use the information and enjoy the flying experience.                                                                                                                                                                                                                                                                               |
| 12:46 PM | 1:08 PM on August 2  | 2452  | These guys are lifesavers.....They give you more real info than than any DUAT for internet based system simply by talking to you...Their none verbal communication skills are some of the best I've heard.....I make my living in telephone sales.                                                                                                                                                                                                                                                                                                                                                                   |
| 12:27 PM | 1:08 PM on August 2  | 325   | It is imporante for me to be able to get flight information with out worrying how im going to pay for it (free). I doint like I have to use cell phone minuts to obtine vital flight information.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1:00 PM  | 1:16 PM on August 2  | 14500 | Bna FSS has a very good staff.However, as the "Old Heads" retire I find occasionally find the briefer is somewhat lacking in local area interpretation fo the Wx.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:51 PM | 1:17 PM on August 2  | 16000 | I like being able to talk to a briefer and get a clear picture of the weather, notams, and other information that may effect my flights. There is no substitute for person to person briefing. I get a lot of information on the internet, but I still want to talk to a briefer who is familiar with the local area and the unique conditions of my area.                                                                                                                                                                                                                                                           |
| 1:08 PM  | 1:25 PM on August 2  | 2047  | I rely heavily on FSS services and believe this an area where privatization, or user fees, would have a negative impact on public safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12:49 PM | 1:27 PM on August 2  | 1344  | The northwest has many remote areas where radio/cellphone/internet reception is poor or non-existent. Becuase of security, telephoned flight plans now have to be filed by talking to a live briefer, yet I recently experienced an over five minute wait to no avail and could not file a flight plan (through Seattle FSS on a no-significant weather midweek day at 6am PDT). It is essential that obtaining a briefer by telephone be a 1-2 minute wait at the most. Phones available remotely are either pay phones with other users waiting or private party phones, both best used with a short time on line. |
| 1:18 PM  | 1:38 PM on August 2  | 5400  | Often put on hold due to inadequate staffing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:06 PM  | 1:43 PM on August 2  | 275   | My experiance with the FSS facilties has been very good and professional. They have been very helpful in getting the information I need to fly safely.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:21 PM  | 1:50 PM on August 2  | 775   | Services are generally excellent but occasionally limited by perceived required responses, i.e. VFR not recommended when a more realistic appraisal might be more helpful. Explanation of typical local weather behavior for instance.                                                                                                                                                                                                                                                                                                                                                                               |
| 1:40 PM  | 1:54 PM on August 2  | 1250  | FSS is **WAY** ahead of ATC in service to pilots. At least they don't make us feel like an enemy of the gvt.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1:38 PM  | 1:55 PM on August 2  | 93    | Princeton FSS has consistently provided excellent service for low-time pilots like myself. Automated methods of delivery are preferred, but only if NOTAMS, etc. are written in simple English. Until then, the professional service from a FSS Specialist is preferred.                                                                                                                                                                                                                                                                                                                                             |
| 1:37 PM  | 1:55 PM on August 2  | 1150  | I'm glad we have the FSS to enhance flying safety. <...line break...> Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 1:07 PM | 1:58 PM on August 2 | 3000  | FSS provides an essential service to aviators. Although many weather sources are available via the internet and other means, it is imperative to have qualified, educated people providing this service. As a pilot, I rely on FSS to help me make go/no go decisions. At times a computer with internet connection is not available. Walk-up services are a great benefit. Whenever I stop at an airport with a co-located FSS, I make a point to stop in for a face to face briefing. It is great to see the weather products as well as have the opportunity to interact on a personal level with the FSS briefer. FSS provides many important services.                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:31 PM | 2:11 PM on August 2 | 1045  | 1. FSS personnel take too cautious of an interpretation of inclement weather, even if the pilot is equipped to encounter that weather. <...line break...> <...line break...> 2. I attempt to obtain all NOTAMs, National Security procedures, et cetera by hard copy due to the nature of FSSs to gleam over the ridiculous amount of data in the NOTAM system, plus, I want to see flight prohibitions in full text for the FSS may skip a detail in the copy that he/she reads to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1:58 PM | 2:12 PM on August 2 | 8000  | Great Job. Keep it up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:56 PM | 2:13 PM on August 2 | 3400  | On the whole, it serves my needs well                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:47 PM | 2:22 PM on August 2 | 11000 | FSS specialists have maintained a tradition of fluid briefings, with concise data I've always been happy with. Only one other comment is needed. Please re-emphasize the briefing order: "Ceiling-visibility&obstructions to -surface winds- & Forecast, same order. Some stations are mingling the order making it confusing to copy. Thanks, HWBingaman@charter.net                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2:16 PM | 2:41 PM on August 2 | 1000  | Overall very good and useful. It seems that in many instances, the briefing is on the side of "gloom and doom" rather than a more positive approach.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:14 PM | 2:43 PM on August 2 | 4500  | I worked in weather forecasting for over 20 years and am very comfortable viewing and interpreting graphical and textual weather data, even when it is not inherently designed to be user friendly to non weather people. Therefore my responses to your questions may imply that I don't value weather info provided by the FSS. Right now, AFSS personnel are hindered in that their systems to access weather data are obsolete - dial up internet connectivity can provide better info than what an AFSS briefer has access to. Automation and pilot friendly products, both on the ground and in flight via data link (and continued emphasis on training to use these products) is the direction we need to be going. I suspect the AFSS briefers do a lot of hand holding for inexperienced pilots, but even that can be automated. A pilot can input his/her experience level and ratings and the automated system can provide the appropriate admonitions along with the weather briefing - "The weather sucks, I sure as heck wouldn't fly today!" |
| 2:25 PM | 2:45 PM on August 2 | 700   | Doing an excellent job, lets not forget the "human factor"! Personal one on one is still and always must be #1! <...line break...> jth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:29 PM | 2:50 PM on August 2 | 268   | My experience with local FSS briefers, as a low-time (green) pilot, has been very positive. Almost every specialist I have contacted has shown a high degree of professionalism and a personal investment in my safety. I appreciate this free but very valuable service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2:33 PM | 2:56 PM on August 2 | 5000  | OAKland FSS is great, Rancho Murrieta FSS stinks! Rancho Murrieta people are always in a hurry, speak too fast and don't listen to our requests. OAKland FSS are helpful and understanding with my students (many are foreign) and automatically adjust to the pilot's level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2:29 PM | 3:05 PM on August 2 | 15200 | For night flight instruction, requested moon rise and set time. Flight Service advised it does not provide this. As a former military navigator and pilot; airline, corporate and VIP jet Captain this aspect can be vital for student night cross-countries. Many foreign Countries provide this. Why don't we?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:40 PM | 3:05 PM on August 2 | 1000  | I have had the pleasure of working with several FSS in the past three years i have been fling and i have found that 90% of the people that work there are fast friendly and effcent. On more than one ocssion they have been the deciding factor on a safe go/no go weather decision. I know the cost of operating this system is higher than a fully automated system but i feel any change that would remove experiacned humans from being able to give person to person information via phone or any other method would increase the dangers we face as pilots. Of the many aspects of flying that i have incounterd i would say there are fewer large problems with the FSS than any other gov. agency involved in my daily flying.                                                                                                                                                                                                                                                                                                                      |
| 2:49 PM | 3:06 PM on August 2 | 370   | Princeton FSS is wonderful - They are always VERY helpful and nice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:07 PM | 3:22 PM on August 2 | 300   | I've enjoyed high quality services with FSS specialists throughtout the U.S. I do not feel I've had the same level of professionalism with contracted ATC employees (i.e. level 1 VFR towers). The FAA maintains a level of consistency throughout the organization that projects a commitment to safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:19 PM | 3:40 PM on August 2 | 760   | My expectations are high and consistently met by my interactions with various FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3:37 PM | 3:54 PM on August 2 | 270   | The Individuals at McCalester FSS have been very professional and helpful. I would much rather deal with a human that is Knowledgable and professional than rely on less knowledgeble people or computer systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:39 PM | 3:54 PM on August 2 | 140   | i am impressed by the services provided and <...line break...> use them constantly we need fss to keep our skies safe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:00 PM | 4:08 PM on August 2 | 3400  | I use internet duats with a follow up call to Flight Service. Do not contract out/privitize FSS or ATC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:42 PM | 4:14 PM on August 2 | 1000  | Recently flew FL to CA in an open cockpit byplane. Found FSS weather, pireps, and TFR services to be invaluable especially for local conditions. 800-WXBRIEF is great!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 3:54 PM | 4:14 PM on August 2 | 650   | FSS are one of the "bright spots" in aviation. My interaction with the briefers over the last 18 years has been almost universally great. I am most satisfied with the level of service and courtesy displayed by FSS employees, even when the pilots act up they have maintained a surprising even temper. Pet pieve is pilots that call Flight Watch and can not identify where they are.                                                                                                                                                                                                                                         |
| 3:51 PM | 4:15 PM on August 2 | 785   | I really rely on the FSS Specialist's intpretation of the weather systems and predictions for the next day or two. This is especially important in Alaska where the distance between airports is quite large and services available at most airports is non-existent. One thing that would really help is an improvement in remote radio links or a telephone available at each airport.                                                                                                                                                                                                                                            |
| 4:28 PM | 4:37 PM on August 2 | 281   | Response times at Leesburg FSS have been unacceptable since the Washington TFRs/ADIZ was established.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4:22 PM | 4:42 PM on August 2 | 950   | On my first solo cross country flight a briefer failed to tell me that the first airport I was flying to was fogged in. His briefing was hurried and his attention seemed to be elsewhere. Further, I have difficulty visualizing weather via phone. I would much rather see it graphically via the internet or in the cockpit. Reaching flight watch in flight has generally been difficult - too complex - via radio or via VOR, send and/or receive??? In general, I have not been satisfied with my experiences with FSS. Even the briefer at OSHKOSH had the wrong map (Posted map marked Friday was actually a Thursday map!) |
| 3:29 PM | 4:46 PM on August 2 | 1215  | Don't know the names of any FSS personnel at Oakland,CA.(OAKFSS),but I'm very comfortable with their experice and Service. Thanks guys.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4:16 PM | 4:49 PM on August 2 | 236   | I have personally experienced services above and beyond. One FSS individual actually telephoned a person he knew in an area that I was trying to fly through to get first hand information on wind phenomena relative to a mountain pass. The additional, personalized information resulted in a no go decision. The FSS attendant didn't have to go that added step, but I was grateful that he did.                                                                                                                                                                                                                               |
| 4:26 PM | 4:51 PM on August 2 | 1471  | Since I do not have access to weather information on cable TV, and I do not use the internet for weather breifings or NOTAMS, I want the current level of service provided by FSS over the phone to continue.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4:50 PM | 5:01 PM on August 2 | 250   | FSS has always provided me with quality information in a professional manner. These folks are terrific                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:49 PM | 5:11 PM on August 2 | 3720  | Over-the-counter service is no longer available at PIE. It is sorely missed and should be resumed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4:35 PM | 5:13 PM on August 2 | 1515  | I'm quite pleased with FSS services I've used in the East and Midwest. I prefer personal briefings,including "eye-balling" charts and radar reports, at FSS's, but the telephone briefings and support have been excellent. I find using DUATS and other internet services cumbersome, time-consuming and lacking in currency. I can obtain better, more pertinent data much more quickly from a live briefer at a FSS.                                                                                                                                                                                                             |
| 4:46 PM | 5:18 PM on August 2 | 300   | The only problems I have experienced in the past 12 mos. has been the occasional (10%) inability to contact FSS by phone when leaving Ft. Worth to return to Temple, Tx. This usually happens in the late afternoon hrs. (4-6pm). The "hold, we will be with you shortly" is sometimes beyond my 5-7 min. cell phone waiting comfort zone. Weather, of course, is a major player in the pm, but now I have P.49 to contend with. In the expanded 30mi. mode it is directly in my path and I firmly believe in saving the Govt.\$\$ for jet fuel by staying out of the way!                                                          |
| 5:22 PM | 5:38 PM on August 2 | 460   | I believe FSS briefers are dedicated, hard working and most helpful. I rely on their skill and judgement and they have never let me down.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5:13 PM | 5:43 PM on August 2 | 347   | For the type of flying I do, I feel that all FSS specialist's I have had interaction with have provided excellent information to me in a timely matter to safety conduct my flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5:34 PM | 5:50 PM on August 2 | 1100  | FSS consists of very good people doing a very good job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:14 PM | 5:54 PM on August 2 | 90    | All flight briefers I have spoke with give me confidence (as a low-time pilot) because of their accuracy and experience with flight and weather systems.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5:52 PM | 6:05 PM on August 2 | 637   | Leesburg FSS briefers are consistently helpful and cordial. They brief fully and respond to questions with useful information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6:07 PM | 6:27 PM on August 2 | 1500  | FSS specislts must be coached to remember they provide information; the decisicions belong to the PIC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:24 PM | 6:48 PM on August 2 | 2088  | Improved accuracy of weather forecasts is very important. I suspect too many Flight Service Stations have been closed. Those that remain leave too many holes in measured and observed data of actual weather conditions. That leads to inaccuracy in forecasts.                                                                                                                                                                                                                                                                                                                                                                    |
| 6:37 PM | 6:53 PM on August 2 | 73    | While the services are very useful, often I have to hold when contacting an FSS by telephone for a very long time, which makes it more practical to use online services instead.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6:38 PM | 6:54 PM on August 2 | 3200  | the particular area of tailoring briefings with regard to my personal experience levels... I have stopped using FSS services due to the briefers acting as if I were flying a 172 with an instrument ticket with wet ink.                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6:42 PM | 7:01 PM on August 2 | 3000  | I have already mentioned this but again I say, STOP hiring FSS specialists to meet EEO quotos and hire folks that speak ENGLISH, and can at least PROJECT the impression that they have some idea of the correctness of what they say. Many of the specialists are GREAT, but they are becoming overwhelmed by the numbers of EEO folks.                                                                                                                                                                                                                                                                                            |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 6:49 PM | 7:26 PM on August 2 | 200   | FSS Employees are fast & friendly, and willing to go the extra mile to help you. <...line break...> At Montgomery County FSS (CXO) I was stuck at the airport with a very hungry family, and FSS employee Larry Urban loaned me his personal vehicle to leave the airport for some food. This is only one of many examples of FSS employees going way beyond the call of duty to serve and help fellow pilots!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:05 PM | 7:29 PM on August 2 | 210   | I have been very satisfied with the level of expertise and help afforded by the FSS specialists, regardless of whether over telephone or radio. They have aided me in developing a better understanding the dynamic weather patterns in our area and for extended trips. <...line break...> <...line break...> I wish we still had the ability to walk-in to a FSS for a face-to-face briefing, but I understand the realities of the budget situation, and value the phone briefings that are now available through FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7:10 PM | 7:34 PM on August 2 | 1200  | FSS personnel and users should have the option to login to a common website and view various weather products so the briefer can provide a "directed interpretation" of the products. <...line break...> <...line break...> FSS and government-supported weather delivery methods (ADDS, weather.gov) need to provide lightning detection data and personnel skilled to interpret them for pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7:09 PM | 7:55 PM on August 2 | 700   | Flight services and flight following have been very helpful to me and my fellow pilots We highly value their inputs during and prior to flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:02 PM | 8:01 PM on August 2 | 753   | * FSS personnel are very capable and "user friendly" but holds as long as 15-20 minutes have occurred prior to getting a briefer. <...line break...> * I do not know why some of my ADIZ flight plans have been lost (always returning into ADIZ). I file my leaving and returning flight plans at the same time. FSS says it is easier to re-file than to find the lost flight plan. That portion of the system should really be fixed. <...line break...> * FSS sometimes very difficult to reach by radio from the air. <...line break...> * Would love to be able to skip pre-recorded info. Recording could start with "INFO. D - IF YOU ALREADY HAVE THIS INFO. PRESS 1 FOR BRIEFER OR --" for example.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:50 PM | 8:05 PM on August 2 | 1500  | Flight Service Stations need to remain maned in Alaska, especially by people with an intimate local knowledge of the area that they are serving.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:00 PM | 8:19 PM on August 2 | 200   | Flight service is a dinosaur, and needs to become extinct. Briefings start with an extremely long pause and you as well as I do that it's a pause to allow the specialist to close his/her book (after he/she finishes the current paragraph), close his/her newspaper or just make you wait. They don't understand improving conditions, and often will tell you VFR flight not recommended even after it's clear that morning fog has already cleared because the forcast says it's possible for two more hours. <...line break...> <...line break...> Ask them for courteous comprehensive service and you're liable to cause someone a coronary, why would we expect service from a public servant, it just won't happen. Before I stopped utilizing the AFSS I once asked a briefer to slow down during a particularly complex briefing, after asking the second time the briefer slowly, one word at a time continued, it was condescending and drove me completely away from FAA briefings. I purchased the Jeppesen Flight Star program, installed it on my personal computer and laptop and use DUAT to get everything I need. I will use them if I'm airborne and need help but surprisingly enough since |
|         |                     |       | use them if I'm airborne and need help but surprisingly enough since getting the information from Jeppesen (DUAT) I don't get unexpected weather any longer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7:55 PM | 8:25 PM on August 2 | 2000  | Having Buf FSS is GREAT when it comes to LAKE EFECT!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:13 PM | 8:30 PM on August 2 | 2810  | I have always been impressed with the quality and accuracy of service I have given from every FSS specialist I have encountered. I have never felt that I missing some important information after being briefed and having my flight plan filed with them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:01 PM | 8:30 PM on August 2 | 1925  | Since beginning to fly in 1984, I have always felt our FSS specialists have been a crucial part of our aviation system. In spite of occasional long waits for a briefer, once I get a briefer, s/he has always been helpful, and I very much value the experience of the specialist in helping to interpret the weather data as well as NOTAMs and the national security stuff. I hope you remain part of our national aviation system with good funding, and not provatized or saddled with user fees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:25 PM | 8:43 PM on August 2 | 450   | The FSS has saved my bacon on several ocssions. I am very thankful for their presence. They are extremely professional and knowledgeable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:29 PM | 8:55 PM on August 2 | 4451  | When weather conditions deteriorate and none of the available options are ideal, it is a huge safety increase to be able to talk to a knowledgable and helpful human who will help me sort out the best course of action.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:59 PM | 9:20 PM on August 2 | 6000  | I am totally satisfied with FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:39 PM | 9:31 PM on August 2 | 190   | There have been very few times when on cross country flights that flight service couldn't honor my requests due to their work load. I just wait until their load decreases and try again and the request is approved. As far aspreflight breifings the specialists have been very knoledgable and professional. I always get flight following from Razorback Approach even on local flights due to local traffic and airspace. They are very friendly, professional and treat you as a human being and not just a blip on their screen. <...line break...> I would like to see the system managed the way it is rather than privitized, it will be considerably safer. Look at what has happened to Airport security and the Canadian ATC. I would trust my life with someone that is knowaledgable and cares about the people that they interact with and not "JUST FOR THE PAYCHECK". Every pilot depends on the specialists knowledge and view of the whole picture of activities in their jurisdiction. If it is managed federally there is less of a chance of "cutting corners" to save money and putting me in harms way. I know                                                                             |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|          |                      |       | that it is my responsibility as a pilot to fly safe but using their eyes is also a good use of cockpit management. I hope FSS will continue as it is.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:15 PM  | 9:43 PM on August 2  | 5451  | FSS is often the only means available to file flight plan and obtain weather when away from home and/or departing non-towered airport. <...line break...> <...line break...> DUATS info. tends to be too extensive/cautious to be very valuable. Graphical data essential.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:15 PM  | 9:45 PM on August 2  | 1130  | Primary value to me is when I am flying from an airport where there is no access to a computer with DUATS or other service with aviation-related products. Then I can get current weather and file a flight plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:16 PM  | 9:45 PM on August 2  | 3500  | Slant briefings more consistently toward GA pilots & aircraft                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:29 PM  | 9:54 PM on August 2  | 310   | I feel very strongly that the FSS function needs to stay as a governmental function. My concern for the quality of the service as it may be impacted by the need to product profits to be a problem. In general, I feel confident in the current system (at least at Williamsport which I use most often).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:26 PM  | 9:59 PM on August 2  | 200   | Alaska flying is unique and stands alone when it comes to the interpretation of service provided by FLight Service. It is an invaluable resource here and cannot and should not be measured against the lower 48 states. The trend towards continued automation and downsizing needs to be stopped. We have done well for years with the smaller hub flight services and as far as I am concerned need to have them reactivated. All briefings today seem to be tailored to the needs of the legal system. That ties the hands of the briefer when they are forced to give pilots unwanted advisory information. Privatizing Flight Service will be it's biggest downfall yet. Don't let it happen.                                                                                                                                                                                                                     |
| 9:54 PM  | 10:10 PM on August 2 | 600   | Anderson does a great job,,,,,and have steered me away from many bad weather situations that had not developed yet.....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:13 PM | 10:23 PM on August 2 | 650   | overall they do very good job...thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:08 PM | 10:30 PM on August 2 | 200   | Would like them to remain open with no fees for pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:15 PM | 10:31 PM on August 2 | 1200  | I am generally satisfied with our local flight service station for obtaining weather briefings and filing flight plans. I would like to do more online but have not found it convenient enough. Since I don't carry a computer around with me, I feel it is extremely important to always have access to a live person either via phone or walk up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:23 PM | 10:33 PM on August 2 | 1400  | They are the only way I know when the President is in the area- and keep me from getting shot down inadvertently. <...line break...> <...line break...> Lansing FSS is the best- Thank you each and every human being in Lansing FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:14 PM | 10:34 PM on August 2 | 300   | They provide a valuable service when needed. I also have been told VFR not recommended many times when it was just fine. I also have run into hard IFR conditions (especially at night) when given an when no such warning was issued.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:15 PM | 10:41 PM on August 2 | 11000 | I am a pilot for a major airline, and an active general aviation pilot. When I plan and execute my light (G/A) flying, I highly value the FSS Specialists interpretation of local, regional and national weather data. Even though I frequently obtain my initial weather briefing via DUATS and the internet for the "Big Picture" for my route of flight, the FSS Specialist is invaluable for a "second opinion", plus to provide inflight updates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:30 PM  | 10:46 PM on August 2 | 250   | FSS's are indispensable in delivering accurate, timely weather information to pilots without access to technology either because of monetary or location reasons. <...line break...> <...line break...> Just today, I filed two flight plans and received a comprehensive weather briefing for flight through a severe weather system, a flight that would have been impossible without flight service. <...line break...> <...line break...> As a member of the Civil Air Patrol, we rely on FSS's to handle VFR flight plans and quickly pass on overdue notices so that Search & Rescue might be initiated. Their VHF/DF steers help pilots find their position so that our services are not even needed--a very good thing! <...line break...> <...line break...> Flight Service is a service for aviators that needs to be supported. Reducing their capabilities will only hurt our extremely good safety record. |
| 10:25 PM | 10:48 PM on August 2 | 500   | It can be difficult to contact FSS to open a VFR flight plan in the air. It would be a more used service if it was not quite as difficult to use the service in the air.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:40 PM | 10:59 PM on August 2 | 4300  | Leesburg is completely covered up-up to 40 minute wait. One briefer told me he had a 17 on hold when i got thur after a 40 min. Please get some help in there. I am now calling Anderson SC, Raleigh NC or Nashville direct. Many non local pilots have been frustrated to tears over not being able to file a flight plan or get wx info when they call the 1 800 wx brief in the Virginia area                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:48 PM | 11:09 PM on August 2 | 65    | Sometimes the quality of the briefing depends on the person giving the briefing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:51 PM | 11:12 PM on August 2 | 1060  | I value their services, most breifers are experienced and i would like to see more breifers <...line break...> to be more casual and pleasant in their approach as some are.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:34 PM | 11:14 PM on August 2 | 1880  | I USE FSS 1800-WXBRIEF FOR ALL FLIGHTS AND HAVE ACCESS ONLY TO TV & NEWSPAPER. I MAKE NO FLIGHTS WITH OUT FIRST CONTACTING A FSS STATION..AND FSS WHEN ENROUTE IN AIR.....VERY IMPORTANT SERVICE... <...line break...> BEFORE A RETURN FLIGHT I ALWAYS CALL 800-WXBRIEF <...line break...> I HAVE NEVER USED ANY OTHER METHOD FOR PRE-FLIGHT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:42 PM | 11:21 PM on August 2 | 1200  | They are doing a good job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:18 PM | 11:28 PM on August 2 | 250   | The system was working very well before the increased workload was imposed on the briefers due to the ADIZ around Washington DC. FAA either needs to hire more FSS specialists to pick up the extra work load, or reduce airspace restrictions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 11:08 PM | 11:28 PM on August 2 | 1500  | Specialists are limited to radar data when providing briefings. Rain alone is not adequate to predict hazards associated with a flight and is many times far too restrictive. One of the best new pieces of data with limited availability is the intensity of lightning strikes. This data used in combination with radar would greatly increase the quality of briefings and allow many safe flights when we sit on the ground.                                                                                                       |
| 11:16 PM | 11:36 PM on August 2 | 1200  | Generally very good. My most valuable experiences are when I get a good specialist who can interpret local conditions (especially when I am in an unfamiliar area with marginal weather). If some of there information could be web based, that would help; but when the weather is marginal, I would want to talk to a specialist.                                                                                                                                                                                                     |
| 11:24 PM | 11:40 PM on August 2 | 10000 | DON'T FIX IT IF IT AIN'T REALLY BROKE. <...line break...> FEE BASED SERVICE WILL DRIVE PILOTS AWAY AND INCREASE ACCIDENT RATES WHICH WILL COST LIVES AND COSTS TO INVESTIGATE                                                                                                                                                                                                                                                                                                                                                           |
| 11:37 PM | 11:54 PM on August 2 | 232   | The Flight service specialists I have dealt with in the past year have been consistently helpful and profession, but at FSS and EFAS. <...line break...> They are an invaluable resource for safe flight.                                                                                                                                                                                                                                                                                                                               |
| 11:42 PM | 11:54 PM on August 2 | 400   | Bridgeport and Burlington do an excellent job during some of the harshest flying periods in the US                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:51 PM | 0:04 AM on August 3  | 121   | FSS is a valuable resource. I hope we can expand its use, and no longer shrink the number of stations we have.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:03 AM | 0:24 AM on August 3  | 210   | i have always received outstanding service and <...line break...> accurate information from the fss facilities i <...line break...> have used.                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:16 AM | 0:34 AM on August 3  | 200   | I highly value the ability of briefers to interpret the large amount of weather data and to synthesize a view of the conditions for me. In my experience, this varies somewhat from briefer to briefer. Most of the time, I receive detailed information of the weather out there, with the occasional exceptional performance, giving me excellent insight on weather developments, and the (fortunately) rare case when I receive a briefing and feel that I didn't learn much during the call.                                       |
| 12:56 AM | 1:16 AM on August 3  | 450   | Flight service is a valuabe tool to me. i use it every morning before i start flying for the day. I would like to have an easier time contacting FSS while airborne. i usually use EFAS because it is always 122.0 Figuring out other freqs. like on RCO's, VOR's or whatever is a pain, and frequently these freq's seem to go out of service or simply dont work. I like efas.                                                                                                                                                        |
| 1:32 AM  | 1:52 AM on August 3  | 536   | The flight briefers I have talked to have been very helpful and knowledgeable. In this time of pop-up TFR's, I am not comfortable unless I can get real time information from a live person before I fly. I feel the briefers at the Seattle and McMinnville location are extremely knowledgeable and helpful in explaining the weather I have gotten from the computer.                                                                                                                                                                |
| 3:33 AM  | 3:53 AM on August 3  | 220   | Honolulu has been the best FSS I've had the pleasure of working with! Often I think I walk out with more than a brief, but felt like I walked out of a free class. Their ability to teach coupled with a courteous demeanor are commendable. They make me feel important.                                                                                                                                                                                                                                                               |
| 4:10 AM  | 4:45 AM on August 3  | 1050  | Although I feel very comfortable using a computer and accessing on-line information, I really appreciate the verbal communications with specialists for expert interpretation of the data and trends.                                                                                                                                                                                                                                                                                                                                   |
| 6:18 AM  | 6:35 AM on August 3  | 190   | Being somewhat inexperienced with weather, the information and services are vital for my overall safety...There are varying degrees of experience in each cockpit...                                                                                                                                                                                                                                                                                                                                                                    |
| 6:19 AM  | 6:47 AM on August 3  | 4147  | I have always had an IFR clearance waiting for me when filed thru FSS. Not so with DUATS - flite plan seldom received by center. Also, FSS wx and notems more current than DUATS.                                                                                                                                                                                                                                                                                                                                                       |
| 6:48 AM  | 7:24 AM on August 3  | 1475  | FSS phone response times on the weekend within the Washington ADIZ are typically greater than 30 minutes. This is unacceptable. This could be resolved by allowing DUATS flight plans to be filed. The problem is not obtaining a transponder code but in filing the flight plan. I realize this is a security issue but this problem is severely damaging general aviation.                                                                                                                                                            |
| 7:12 AM  | 7:25 AM on August 3  | 452   | BGR FSS has always been very helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:42 AM  | 7:56 AM on August 3  | 700   | The services received by the Anderson AFSS are always outstanding. They are always courteous, knowledgeable and seem to truly enjoy what they do.                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:48 AM  | 8:05 AM on August 3  | 4100  | Overall excellent service by (especially) the Millvile people. I use them to get weather and file and activate a DVFR flight plan for offshore cable patrols and have not experienced any difficulties or problems. The only complaint is the long on-hold times when the weather is IMC. They may want to boost their staff to handle the call volume during periods of inclement weather.                                                                                                                                             |
| 7:26 AM  | 8:15 AM on August 3  | 1400  | The Green Bay FSS is and has been the best and most friendly FSS. They provide excellent timely service. In previous years, I have contacted numerous FSS across the country and usually got good service but few are comparable to Green Bay FSS.                                                                                                                                                                                                                                                                                      |
| 8:00 AM  | 8:18 AM on August 3  | 220   | FSS work is generally very good, but they usually talk way too fast. <...line break...> <...line break...> Also, outlook briefing tools could be improved in the area of more advanced planning. When you rent aircraft, you need to make a decision on weather outlook early enough to reserve a plane. Perhaps an additional level of "long range outlook" would be helpful, for best possible info up to a week in advance. I use intellicast.com to get long range forecasts now, even though they aren't really aviation oriented. |
| 8:22 AM  | 8:40 AM on August 3  | 738   | The FSS specialists do a great job and I would not know what to do without them. Computers are great but hearing a human voice over the phone and/or radio is very comforting when making that critical decision.                                                                                                                                                                                                                                                                                                                       |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 8:06 AM  | 8:40 AM on August 3  | 950   | I hear rumors about turning over FSS to commercial vendors; The services they provide are critical to flight safety (my life); I strongly disagree with any plan to introduce a profit motive in this area; Let's learn about how well that works from available examples such as airport security and commercial processing of the space shuttle.                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:30 AM  | 8:43 AM on August 3  | 102   | I would like the ability to have an fss station remember my information. So I do not have to resupply the information everytime I call, with regards to tail number and aircraft type. Maybe a pin number or something along those lines would work. Just an idea.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:58 AM  | 9:17 AM on August 3  | 800   | The FSS continues to be a most important Safety Link for General Aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:07 AM  | 9:18 AM on August 3  | 1100  | If I am near a computer I primarily use DUAT services. Otherwise I use my cell phone. The service I receive from flight service has always been excellent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:05 AM  | 9:20 AM on August 3  | 260   | Cleveland is wonderful. The briefing is like a normal conversation. They make helpful suggestions. I do not feel rushed. They ask questions to make sure i understand. Most know the area which makes the briefings much easier. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:08 AM  | 9:22 AM on August 3  | 455   | I have had uniformly good experiences with FSS. <...line break...> <...line break...> I suggest DUATS flight plans show frequencies for FSS, Center, AWOS, Tower & Unicom. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:05 AM  | 9:22 AM on August 3  | 620   | I depend on the local FSS for critical information to safe flight. Sometimes when I do not have a computer I have to rely on them to file an IFR flight plan and get a full weather briefing. I think the FSS when used correctly provide a critical link to the overall safety of a flight. I have been flying for 9 years and have been very dependant on the FSS and they have preformed to an excellent level each and every time.                                                                                                                                                                                                                                                                                                                      |
| 9:09 AM  | 9:23 AM on August 3  | 1200  | It is the best. We need Flight Service to be safe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:00 AM  | 10:17 AM on August 3 | 475   | Generally I am quite pleased with the information provided, particularly regarding weather in the local (Tampa, FL) area. FSS has been very helpful in guiding us around hazardous weather on local trips. Current information on TFR's is critically important to pilots and should be maintained and distributed by the quickest/most accurate means possible.                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:56 AM  | 10:21 AM on August 3 | 448   | I fly in the Midwest and routinely traverse multiple FSS jurisdictions. I have found a consistent problem with FSS's not relaying flight plan info (like the fact that we are coming) to FSS's down the line. St. Louis FSS has never, in my experience, been notified of my intended flight through their area. This leads to confusion on the part of their FSS specialists when I contact them to open/close flight plans and causes delays in my ability to report back on departure frequency. Other than that, HUF FSS does a fabulous job. Dayton, Ohio's FSS (or any other FSS, for that matter) should never consider "everything looks clean and green" to be a complete standard weather briefing.                                               |
| 10:17 AM | 10:33 AM on August 3 | 550   | I generally find the briefers to be helpful although I estimate that 25% of the time I feel as though the briefer does not take the appropriate interest in providing the briefing - rushes, abrupt or uninterested.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:18 AM | 10:51 AM on August 3 | 360   | Flight Service recommendations have saved my life on at least 3 occasions during my aviation career.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:34 AM | 10:51 AM on August 3 | 3300  | A great working relationship with Burlington Flight Service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:34 AM | 10:52 AM on August 3 | 1100  | Generally satisfied with the services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:39 AM | 11:07 AM on August 3 | 1600  | I have always found FSS personnel extremely cooperative and most helpful. I can't imagine flying without their assistance. Without FSS I would not fly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:57 AM | 11:28 AM on August 3 | 489   | In the past, there were several times when I filed a flight plan with fss (via phone) and went to activate the flight plan after departure to have fss tell me there is no flight plan filed. <...line break...> Why I started using duats part of the time!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:00 AM | 11:58 AM on August 3 | 317   | getting someone with an attitude on the phone makes it hard to pay attention to information that is vital to flight safety. <...line break...> <...line break...> the happy, pleasant briefers are a pleasure to work with and contribute to flight safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:43 AM | 12:02 PM on August 3 | 450   | Automation is great but it can not nor will it ever be a completely suitable replacement for the the human element of experience and being able to give important information. For example, a "system" may be able to give a pilot real-time data but it will never be able to tell the student pilot or the over zealous experienced pilot about what else is out there or what else could pop up before the crap hits the sensors. FSS specialist are an integral part of the NAS and contribute greatly to the overall safety of flying. Instead of developing ways to take people out of the loop, develop equipment for these specialist to use that will enhance their capabilities and exploit their experiences in order to make flying even safer. |
| 11:41 AM | 12:04 PM on August 3 | 350   | The ability of FSS specialists to interpret local weather phenomena was instrumental to helping me avoid flying into areas of severe thunderstorms during my recent flight coming home from Oshkosh. Without this help, I could easily have become a statistic in an accident report. We need more FSS specialists for both on the ground and in-flight briefings.                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:58 AM | 12:15 PM on August 3 | 1600  | I miss the face to face briefings before so many FSS closures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:07 PM | 12:23 PM on August 3 | 82    | I primarily deal with the ICT FSS, and I find them to be very helpful and friendly. They do a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:12 PM | 12:29 PM on August 3 | 475   | Since September 11, 2001, the time I spend on hold waiting to speak with a FSS Preflight Briefer has increased to an unacceptable level. More TFR's, Regulations, and 'Red-Tape' require more personnel. Please do not try to solve this personnel shortage through automation. Either reduce the TFR's & Red Tape or hire more personnel.                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Started  | Submitted            | Hours  | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 11:57 AM | 12:34 PM on August 3 | 11550  | Most used FSS is Williamsport and the level of information, their professionalism as well as their willingness to help on special occasions are outstanding.                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:36 PM | 1:03 PM on August 3  | 6450   | The services provided by FSS facilities are critical to safe flight and, although some improvements are possible, are generally of a satisfactory nature. For this reason, the availability of these services most not be reduced in any way. Privatization or fee for service would result in such reduction. The lengthy waiting time for telephone contact that sometimes occurs is frustrating. When there were more FSS facilities the in-person briefings and local knowledge of weather were important positive factors that we have now generally lost. |
| 12:45 PM | 1:07 PM on August 3  | 425    | Specialists are always happy to answer unique weather and ATC-related questions, and are always professional and friendly.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:58 PM | 1:10 PM on August 3  | 275    | Always had good service from San Diego FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:56 PM | 1:18 PM on August 3  | 22000  | The pilot in knowing what to ask can in a way tailor the briefing he receives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:01 PM  | 1:31 PM on August 3  | 270    | I would like to see better radio coverage using a single frequency instead of VOR outlets for communication reception.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2:03 PM  | 2:21 PM on August 3  | 24211  | i.e. McMinnville, Oregon has up to date wx radar for western wx, excellent radio coverage and all specialists are very professional. You may go personally to their desk and receive a good over all picture from their eq. for any flight. Do a damn good job.                                                                                                                                                                                                                                                                                                 |
| 2:11 PM  | 2:29 PM on August 3  | 1550   | In a non-radar environment the FSS has far better ability to handle emergencies than the center controllers who seem helpless without their radar. <...line break...> <...line break...> The loss of Direction Finders has had a serious impact on safety in areas not covered by radar at low altitude. <...line break...> <...line break...> Flight Service Controllers should be required to pass proficiency tests on weather and their emergency service abilities (i.e. check ride), just like pilots are. Most I deal with are excellent, some are not.  |
| 2:14 PM  | 2:34 PM on August 3  | 250    | Overall I think FSS does a good job. Weather data is widely available and can largely be automated, but security NOTAM info is often confusing and sort notice. One suggestion is to have a regional or possibly national "hotline" for flight security information - a number a pilot can call and say "I'm flying from X to Y: any TFR's or other security info I need to know?".                                                                                                                                                                             |
| 2:19 PM  | 2:39 PM on August 3  | 2030   | Very often I rely on the interpretation of data from a FSS specialist to guide me through my decision finding process in weather situations I consider marginal, and where a second opinion helps me to avoid bad judgement. Therefore, it is important in my opinion NOT to automate all weather services, but maintain those expert services.                                                                                                                                                                                                                 |
| 2:46 PM  | 3:04 PM on August 3  | 100    | FSS services have been helpful to me my entire flying career and I don't think there is anything that could be done to make it a more useful service.                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:53 PM  | 3:07 PM on August 3  | 4300   | Leesburg FSS is generally worthless due to long waiting times for a briefer to answer. Over 10-15 minutes waiting time is not unusual. <...line break...> <...line break...> Elkins is much better--I usually dial them direct.                                                                                                                                                                                                                                                                                                                                 |
| 2:59 PM  | 3:23 PM on August 3  | 17000  | Please don't mess with a great service that enhances flight safety!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:17 PM  | 3:29 PM on August 3  | 900    | we need to interface weather data w/ briefers. I can pull up weather depiction charts but I need expert interpretation                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:21 PM  | 3:43 PM on August 3  | 1700   | THEY DO A GREAT JOB.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3:11 PM  | 3:44 PM on August 3  | 1400   | Like all things..... when you call you can get a good briefer who works to assist you and has good personal interaction skills or one who does a poor job of giving you the information you need and has poor personal interaction skills. Most of the time you get the good briefer.                                                                                                                                                                                                                                                                           |
| 3:31 PM  | 3:53 PM on August 3  | 109    | The lengthy list of disclaimers and security reminders first encountered when calling a FSS need to be eliminated and that info disseminated via the specialists only when needed.                                                                                                                                                                                                                                                                                                                                                                              |
| 3:33 PM  | 4:04 PM on August 3  | 762    | FSS services vary widely in quality. The most valuable briefings are the ones which are interactive and where the pilot and briefer partner to interpret the information and plan a safe and efficient flight. One of the weakest areas is dissemination of TFR information. Interpretation of weather forecast and trend data by experienced briefers is a must for safe flights. Weather information on duats does not seem to be current and must be coupled with trend data. There's no substitute for talking to a real person.                            |
| 3:37 PM  | 4:08 PM on August 3  | 253040 | Good service and friendly, I like the FSS. Do not do away with the FSS, PLEASE!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:54 PM  | 4:13 PM on August 3  | 210    | I truly value the Flight Service Stations and believe that they are fundamental to information dissemination and aviation safety.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:49 PM  | 4:16 PM on August 3  | 5000   | I have flown for over 35 years and have always found FSS services to be helpful and to enhance safety of flight. I believe the next step would be affordable real-time delivery of information to the general aviation pilot while in flight.                                                                                                                                                                                                                                                                                                                   |
| 3:56 PM  | 4:21 PM on August 3  | 303    | I find most briefers friendly and it makes it worthwhile for me to call. The only problem that I get sometimes is the following: I usually look up weather first online. The briefing, weather wise, is like listening to a recording (it is not all that bad). What I really would like sometimes is a better interpretation of what I read or what they think the weather will do. Basically I am very satisfied though with their service.                                                                                                                   |
| 4:19 PM  | 4:57 PM on August 3  | 16000  | I like the pre-filed VFR flight plan I use at Rancho to make changes to IFR without having to say everything every time I call. Why can't they have one IFR? And is there an Advisory Circular or something similar that tells all the services provided? If so why don't I know about it?                                                                                                                                                                                                                                                                      |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4:51 PM | 5:08 PM on August 3 | 245   | Overall I am very happy with the FSS. I am currently at FlightSafety Academy getting my commercial. There have been several times that I have had to wait greater than 10 minutes on hold waiting to get a briefer, especially when filing IFR, due to increased call volume I am sure. I think that the capabilities of the FSS are great, and I would certainly not want to lose their valuable service. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:08 PM | 5:23 PM on August 3 | 195   | Top notch folks. I would be lost without FSS breifers. Many small airports do not have computer or internet access. I rely on the breifers for every flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5:09 PM | 5:30 PM on August 3 | 2343  | LAN has consistently been one of the best FSS I have ever dealt with. This is particularly important as I am based at a grass strip on the edge of DTW, which is unknown to DTW for IFR departure/arrival purposes. Unfortunately, I have not had the same consistent high level of services from DEN or Green River UT FSS. DEN is highly subjective based on who does the briefing, with some briefers thinking that single engine airplanes should not fly, ever. forcing me to call Kremmling and Eagle county directly to get mountain pass observations. Green River will spend many minutes broadcasting irrelevant data while the specific question (like where are the thunderstorms and can I make it from my present position to x airport given that my storm scope just lit up all over with unforecast weather?) all the while the wx is worsening by the second. <...line break...> |
| 5:12 PM | 5:30 PM on August 3 | 480   | Talking to an FSS specialist is like talking to my own personal meteorologist. I can stare at DUATS until my eyes glaze over, and still not see the trends like they can. They know the area, they know what the weather's been doing over the last few days, and can extrapolate better than I.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:21 PM | 5:32 PM on August 3 | 250   | Invaluable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:59 PM | 6:11 PM on August 3 | 700   | SINCE I NOW HAVE TO CALL FSS FOR EVERY SINGLE FLIGHT TO GET LEGAL TFR INFORMATION, I AM INCREASINLGY IRRITATED BY THE LONG DELAYS TO GET TO A BRIEFER. THEY ARE OBVIOUSLY UNDERSTAFFED AND THE PILOT IS LEFT IN A DOUBLE BIND.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6:40 PM | 6:57 PM on August 3 | 1200  | NOTAM dissemination, which currently is spread among multiple outlets and methods (NOTAM L, <...line break...> NOTAM D, electronic, printed (NTAP)) needs to be <...line break...> consolidated, rationalized, and made comprehensive and universal (all information available via all outlets).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6:36 PM | 6:58 PM on August 3 | 200   | The few FSSs that I have visited have not been particularly friendly to in-person visits. I would use them more face-to-face if the environment was friendlier.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:03 PM | 7:23 PM on August 3 | 165   | I am a new pilot, I flew from In. to Montana, flight service helped me on several ocasions, during bad weather, wind, etc, I feel they are very important to all pilots. I feel there would be many violations and accidents without them, <...line break...> Phil Jones private pilot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:06 PM | 7:24 PM on August 3 | 3300  | FSS is an integral component to a safe and efficient national transportation system. Human interaction cannot be displaced by automated technology without increasing risk to the general public. Over the counter service at local FSS has been sorely missed and events of 9/11 made AFSS more inaccessible due to security precautions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:16 PM | 7:31 PM on August 3 | 510   | I believe that I postpone or cancel many flight opportunities because because briefers greatly overstate the weather risks. I feel that I cannot get a prudent bu "real world" interpretation of the weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:11 PM | 7:32 PM on August 3 | 2500  | Overall a tremendous job and service is provided by the FSS, <...line break...> Gordon Peterson                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:36 PM | 7:56 PM on August 3 | 650   | I have been flying for over four years now. I always get a weather briefing before a flight. Typically, I would recieve a response time of 1-2 minutes. Now (in the past three months), I have waited as much as 15 minutes to talk to a flight weather breifer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:47 PM | 7:58 PM on August 3 | 1500  | FSS services are the excellent and should remain a GOVERNMENT function!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:28 PM | 8:00 PM on August 3 | 2100  | The FSS specialists are people too. My positive experience may in part be because I try to start off on the right foot. I'm very active in air SAR (including dispatching) and I very much value the way our local FSS folks jump in and help. Why, it's almost as if they care! (c:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7:42 PM | 8:07 PM on August 3 | 160   | My overall experience has been excellent. I remember two instances of my interaction with FSS: 1- As a VFR pilot I was given feedback regarding poor weather and the briefer although unable to stop me from flying became concerned enough that I had to reassure him that I would not fly that evening. It good to know someone cares. 2- As a VFR pilot, a briefer volunteered that there was a 4-hour window of good weather between two summer thunderstorms, allowing me to reschedule my instrument flying lesson for that window. Without that information I would not have flown that day. Thanks and keep up the good work.                                                                                                                                                                                                                                                              |
| 8:04 PM | 8:19 PM on August 3 | 820   | Flight service is the most important tool available to pilots. On many flights, local airports and facility's do not have web based access and flight service is the only available means to obtain a weather briefing and to file a flight plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:06 PM | 8:22 PM on August 3 | 400   | These people do an excellent job given all the data they have to look at. They are always professional, and always willing to help and answer questions. They are invaluable to my flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:58 PM | 8:33 PM on August 3 | 3000  | The FSS System is vital! <...line break...> It has already been eroded too much! <...line break...> I am confident that it will be able to continue to evolve and adapt to it's requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:49 PM | 9:06 PM on August 3 | 101   | My experiences with FSS has been 99.9% positive. I appreciate the time spent making sure I have all of the information I need and that I understand the information. Like all operations there is the occasional glitch but it is a good system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------|----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9:03 PM  | 9:21 PM on August 3  | 193   | I have always been treated respect and professionalism form FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:03 PM  | 9:30 PM on August 3  | 223   | The FSS specialists I've dealt with have been consistently knowledgeable, patient and helpful. I hope our government will continue to allow them to do their jobs well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:22 PM  | 9:40 PM on August 3  | 200   | My experience with green bay fss, thou limited is <...line break...> my information source when I am traveling. Local <...line break...> flight I usually check awos at our airport. These <...line break...> tools are very helpful. I will continue using both <...line break...> as long as they are offered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:28 PM  | 9:48 PM on August 3  | 6600  | Generally I find the specialists to be very professional. However, they tend to be on the negative side of wx interpretation (they make weather out to be worse than it really is). I assume this tendency is from "on high", or the old CYA syndrome (see I told you so in the event the pilot has a problem).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:27 PM  | 9:51 PM on August 3  | 1750  | I fly & file IFR almost 100% of time. Would love to give PIREPS because I value them & know they're helpful to others. However, when you're flying in the "system" it's difficult and time consuming to go off air to FSS & give them. <...line break...> There should be a discrete frequency one could call and leave recorded messages, just as in "fast filing." Also, 95% of time that FSS advisors give great caution about flying into bad weather areas, I encounter no significant problems. I assume fact that many briefers are not pilots and that they don't know (or ask) my level of experience or equipment causes this, plus some CYA necessitated by the bureaucracy. Bottom line is that I don't use their recommendations as the final word. I'd like to be able to rely more on their advice.                                                                                                                                                                                       |
| 9:42 PM  | 9:59 PM on August 3  | 1000  | 1) Improved coordination for size, location and duration for TFR's <...line break...> 2) More up to minute information would be nice, which would involve more frequent METAR reports. Tall order, I know. <...line break...> 3) Briefings are great for my experience, but sometimes too fast for students, even when they advise briefer they are students. Othertimes, briefers do a great job with students                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:42 PM  | 10:06 PM on August 3 | 202   | With regards to weather FSS needs to be more accurate with regards to adverse weather. FSS frequently is over pessimistic in detailing adverse weather. Need more briefers who can give realistic briefings and advice. As an example in talking with Anniston FSS to get to KJKA from KMVC with thunderstorms in the area FSS was able to provided a suggested vector out of MVC between the cells to clear weather. From past experience other FSS would have just said flight not recommended due to storms, with no further advice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:53 PM  | 10:10 PM on August 3 | 520   | I rely heavily on cell phone or standard phone FSS access. I often fly in areas where there are no automated weather services or services are difficult to receive due to terrain.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:01 PM | 10:18 PM on August 3 | 1500  | I can't imagine flying without the FSS guys!Who would watch my backside-who would be a mike click away if I need help-who would advise me of TFRs?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:15 PM | 10:28 PM on August 3 | 1500  | The FSS facilities provide excellent services. This function is "inherently governmental" and should not be taken from the FAA. Just look at what happened in Canada recently to see the dismal results of placing these services in civilian hands. FSS and other governmental aviation services are the reason the US has the best aviation system in the world.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:44 PM  | 10:33 PM on August 3 | 4200  | Flight Service Stations are necessary for general aviation since most of us do not have the support of dispatch facilities to obtain weather information, notams, or other assistance as the air carriers have. Although, I may have received a DUAT briefing before I leave my house to go to the airport, many times I will call the FSS on my cell phone when I arrive at the airport to receive an update briefing or clarification on fast changing conditions. The service that I receive is invaluable to the safety of the flight mainly due to the collection of timely data received at the FSS and the experience of the briefers. Many times I file my flight plans with the FSS because I find it more convenient than DUAT. <...line break...> <...line break...> I find that the services provided by FSS are excellent. The have always been able to answer any unusual questions that I had regarding weather, notams, flight planning, and other operational areas. <...line break...> |
| 10:23 PM | 10:33 PM on August 3 | 1558  | GCO's should have a direct line to the FSS it is not fun to sit in an aircraft and listen to then entire briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:30 PM | 10:53 PM on August 3 | 975   | 8/2/03 - Denver FSS - I did not get a briefer in 5 minutes, ..., I hung up and went without. <...line break...> -- <...line break...> Automated DUAT data is static and factual. Human FSS can explain weather movement and provide invaluable route and timing insight/suggestions. When there is a question, there is no substitute for a FSS human.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:30 PM | 10:54 PM on August 3 | 370   | I like the FSS system, and it serves my needs very well as it is. It should incorporate new technologies as they become available, but only if they don't require additional, expensive equipment on the part of the pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:32 PM | 10:57 PM on August 3 | 1900  | As a pilot for 25+ years and a retired air traffic controller, the services provided to the flying community by FSS are and have always been the highest quality. The FSS specialists are professional in their performance and their interpretation of weather data is irreplaceable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:54 PM | 11:09 PM on August 3 | 1550  | FSS; They are a crucial, invaluable tool I use every flight I take. They are vital to my flying and I thank them for all their time, interpretations, cautions, and advice they have shared with me over the 25 years I have flown.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|----------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10:37 PM | 11:16 PM on August 3 | 375   | Local knowledge is important. Preferred routes in high density areas, special procedures, etc. It's also important for briefers to understand local weather phenomena - mountain passes etc. <...line break...> <...line break...> Briefers are extremely important in flying to rural airports where radar and internet services are not available. <...line break...> <...line break...> In flight services are very inconsistent. Some briefers provide concise advice (storm cell X miles movie Y direction) others start reading radar descriptions rattling off VOR's hundreds of miles apart with little relevance to current situation. In flight services absolutely need to be provided by briefers with at least some flying experience. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                       |
| 11:11 PM | 11:22 PM on August 3 | 1100  | Routing recommendations - pref routes, etc. - would be helpful for unfamiliar destinations <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:15 PM | 11:27 PM on August 3 | 1400  | ADDS is wonderful!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:40 PM | 11:54 PM on August 3 | 535   | When I call FSS instead of using DUATS, it's because I want to talk to a person. If the FSS goes to automated systems for the phones as well, I would gain nothing, and probably lose, by contacting via telephone. I value talking to a person, I appreciate their expertise in weather and value their insight into what the weather patterns are doing. I sincerely hope that the chance to talk to a real person is not diminished in the future.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:54 PM | 0:04 AM on August 4  | 107   | FSS Specialists are needed because web based access isn't readily available everywhere a pilot goes. Once I leave my home, I can no longer access the internet and need to be able to call for briefings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:58 PM | 0:15 AM on August 4  | 175   | I'd like it if I could put my approaches in the "remarks" box of a flight plan?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:20 AM | 0:31 AM on August 4  | 80    | Overall I feel fairly confident with all weather briefings that are provided for me, but one thing I'd like to see more of is the personnel giving their opinion on the information provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:29 AM | 0:52 AM on August 4  | 264   | FSS service has been awesome. They are some of the best qualified and talented people in the industry. PLEASE keep them in the loop. Their knowledge and experience in the geographical region is irreplaceable. <...line break...> <...line break...> Especially during the summer I would love a system that provides near-realtime radar information and imagery to the cockpit. <...line break...> <...line break...> We also need to find a way to provide near-realtime graphical TFR information to the cockpit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:31 AM | 0:53 AM on August 4  | 101   | I would likely use DUATS more often but the web interface is so confusing!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:07 AM | 1:01 AM on August 4  | 6000  | I have always seemed to get good techs and for the most part, very knowledgeable people to work with out of FSS. I am pleased with the service they provide. Thank you for the opportunity to participate in this survey. *note- McGrath(MCG)AFSS is located in Alaska rather than Arkansas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:50 AM | 1:02 AM on August 4  | 200   | I have always received great service from the FSS here in the midwest.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:15 AM  | 1:25 AM on August 4  | 605   | I can't imagine flying without the help I consistently get from my FSS and those of other regions as well. I almost always file an IFR plan - these people are exceptional in the work they do and I am extremely appreciative.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:10 AM  | 1:34 AM on August 4  | 250   | Overall I am very pleased with the service currently provided by the FSSs. It is invaluable to have a live person help me interpret weather, NOTAMS, etc. and make decisions about a flight. I find these individuals to be experienced and knowledgeable and would not want to see the service degraded in any fashion. I think that a degradation in services provided is every bit as undesirable as are user fees. I understand that the current system is expensive, but either of these options would destroy the usefulness of the FSS system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:23 AM  | 1:44 AM on August 4  | 10200 | Generally I have found them to be very competent in my area (Hawaii) and I am very satisfied with their performance--would not like to see services curtailed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:32 AM | 3:15 AM on August 4  | 3300  | Geographic knowledge by briefers of areas pilot fly in, and the weather associated with these areas is critical to success of FSS briefers. This knowledge has diminished over the past years with "centralization" of AFSS. Inflight service hampered due to too many frequencies per briefer, lengthy delay in getting a response. Too much boiler plate "confirm you have notams and current wx for route of flight" which adds to frequency congestion. I rely on FSS for weather, but make increased use of internet to determine if conditions are suitable for VFR, which reduces the calls to FSS, unless conditions are close to flyable. Would like to see more interactive briefings over the Internet, where pilot and briefer are discussing products, not conveying them by phone. Be careful, however, about use of Internet. Great when we have access to it, but are still plenty of times it is not available, and phone brief is all we have. Briefers should have more wx training to interpret rather than only read forecast. No EFAS anywhere in Alaska! |
|          |                      |       | Why are Alaskan FSS locations not even listed in your survey? Are we still not part of the USA? FAA Weathercameras in Alaska are great. They add some of the information the automated weather took away. Again, briefers must be able to interpret what they see for pilots on the phone or radio. Thanks for the survey. FSS is critical to helping GA fly safely!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------|---------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5:56 AM | 6:21 AM on August 4 | 250   | I feel that the current Flight Service Stations are crucial to the safety of the flying public. Any changes to Flight Service would be detrimental to aviation safety. I have flown in 3 different states (California, Arizona, and Florida) and have relied on Flight Service to aid in my pre-flight with regards to weather and pertinent NOTAMS. In all of those states, I have received excellent service and lots of good information. With the help of Flight Service, I have been able ensure a safe flight. The only thing that needs improvement is better equipment to speed up the IFR flight plan process to the control tower. I think contracting out Flight Service to the private sector would be a big mistake! That's coming straight from a pilot with 12 yrs flying experience! |
| 7:02 AM | 7:32 AM on August 4 | 2000  | The time spent waiting on hold has increased. Sometimes as long as 30 minutes. This seems excessive.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:41 AM | 8:03 AM on August 4 | 210   | I typically check DUATS several times in the days before a flight. Then I am away from my computer and rely in telephonic contact with FSS. Just prior to take off I call for an abbreviated brief, and file my flight plan. I will usually then use #1 radio for ATC while I monitor Flight Watch in the #2. I'll close my flight plan via radio as I taxi in, or cell phone if no ground radio coverage. I don't know how to quantify the human factor, but the tone in the voice of the FSS briefer is often a meaningful to me as the data. There there when I need them. Keep the coffee hot!                                                                                                                                                                                                   |
| 7:39 AM | 8:16 AM on August 4 | 2400  | Weather: there is no comparison between a briefer who is familiar with the area and has good weather knowledge in general vs. one who isn't. Several times I've called back to try and get a "better" briefer. <...line break...> FAR's: I fly out of MMU which is under the veil of the NYC Class B airspace. Since 9/11/01 several times we have not flown on nice days because no one was sure what the current rules were. From FSS I would often get "We're the last to know." I did appreciate their honesty but it left us in the dark. AOPA was a little more helpful but if the government is going to send up F-16's we really need an authority to call with accurate and timely information.                                                                                             |
| 8:08 AM | 8:25 AM on August 4 | 485   | A specific requirement in the Washington DC area is to simplify/speed/automate the filing of ADIZ flight plans. The work load associated with those (worthless) flight plans seriously detracts from the FSS specialists' ability to provide weather briefing, NOTAM and other such services to pilots. A related problem is that telephone hold times have grown unacceptable. I have on a number of occasions been on hold for 20 minutes or more, waiting to talk to Flight Service to file an ADIZ plan or obtain a weather briefing. The service the FSS specialists provide is superb, and absolutely vital....once you get through the waiting lines to talk to them.                                                                                                                         |
| 7:17 AM | 8:25 AM on August 4 | 2800  | I have had the opportunity to fly outside the United States. Central America, South America, Caribbean islands, Canada, and Europe. In most cases, information was either inaccurate, incomplete, non-existent, and in some cases, very expensive. <...line break...> Without question: with whatever deficiencies it may have, our system it is still the best and most accurate. More important, one can expect consistent, and reliable information throughout. <...line break...> <...line break...> The only improvements needed: Provide the FSS specialists with the best, and most integrated system that will allow them to disseminate information in a timely fashion.                                                                                                                    |
| 8:22 AM | 8:41 AM on August 4 | 1118  | I am generally pleased with FSS services. I suggest that FSS managers strive for better consistency. For example, when I ask for a standard weather briefing, it shouldn't make a difference where I am located. The briefing should be the same. I was at SWF on 7/12 and when I called ISP FSS asking for a standard wx briefing, it was as if I were bothering the lady at the other end--that she had to rush off and do something else. She was on the phone for less than 2 min. and never went through the format of a standard briefing. <...line break...> <...line break...> I also suggest training for service personnel that are outside of any of the areas containing TFRs. No one outside the DC area seems to know the DC area ADIZ or the TFR.                                     |
| 8:15 AM | 8:41 AM on August 4 | 275   | Last Spring I made several calls to Leesburg FSS and they never answered. On the other hand Millville FSS is always there for assistance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:24 AM | 8:51 AM on August 4 | 400   | always helpfull                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:31 AM | 8:55 AM on August 4 | 375   | Human interaction is particularly important during emergencies and unforeseen circumstances, especially for localized information. I can't tell you how invaluable these have been during the past 40 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:38 AM | 8:55 AM on August 4 | 875   | I think the guys and gals in Nashville are doing a wonderful job. Keep up the good work, we appreciate it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:14 AM | 9:36 AM on August 4 | 1280  | I like the interpretive capabilities of true weather professionals. They understand weather. When they are pilots, they seem particularly capable of interpreting weather into <...line break...> flying weather. Flight service personnel have been particularly helpful in not just briefing the weather, but in many cases making very helpful suggestions in avoiding weather and choosing alternates.                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:24 AM | 9:52 AM on August 4 | 1870  | Briefers need better mechanisms for sifting through the piles of TFR's trying to find what applies to me. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:32 AM | 9:52 AM on August 4 | 263   | If walk up service was available at my local airport, I would use FSS much more (possibly every flight).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:20 AM | 9:55 AM on August 4 | 14000 | I have used the Flight Service Station network for over 40 years of personal and professional flying and have nothing but the highest praise for the specialists. I do miss the personal interaction we had before the automation but I guess that is progress. When push comes to shove and I need a flight plan in the system quickly, I can always depend on the briefer to get the job done. All in all, a very competent and gracious group of people. Thank you.                                                                                                                                                                                                                                                                                                                               |
| 9:29 AM | 9:57 AM on August 4 | 240   | The Louisville facility has always been great in helping me getting the information that has made me feel comfortable when flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|----------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9:46 AM  | 10:03 AM on August 4 | 170   | I am lucky to have Louisville FSS on my home base field. I find that all FSS briefers are courteous, professional, and knowledgeable. I also rely on Web and other automated delivery mechanisms, but I rarely if ever fly with only that information. I strongly prefer to talk about current and forecast conditions with a human briefer in-person if possible or over the phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:57 AM  | 10:05 AM on August 4 | 400   | Generally, FSS is great. The one thing that drives me crazy is filing an IFR flight plan and getting different routing when I get to the plane. There should be an easy way for me to know what my actual routing will be and the FSS guys resist making the call to center to find out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:02 AM | 10:21 AM on August 4 | 3998  | For me, overall satisfaction with the briefing is proportional to geographic area. For instance, briefings in the Southern FAA region are almost always superior due principally to personality of briefers. In the south, with few exceptions, briefers seem to stress building a personal relationship as part of the briefing. In the North, it is friendly but impersonal. In the east, the well known "I'm busy here, get on with it" is the attitude. The central and west is somewhere between the South and the north. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:11 AM | 10:29 AM on August 4 | 1400  | The current system (AFSS), augmented with the DUATS and graphical radar on the web are more than adequate for the VFR flying that I do (between 150 to 200 hours a year). I can get by with the computer if the weather patterns are simple, but I make the wrong assumptions occasionally, and find the briefer interpretation to be necessary. The only 'real breifer' I see is at OSH every year. A treat!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:22 AM | 10:42 AM on August 4 | 400   | Safety depends on pilots using the services provided by FSS. Charging for individual services, as proposed by the misguided, would increase the danger to both pilots and the public exponentially. FSS, in the KC area, does a great job. We, all of us, appreciate your help in keeping us informed and safe. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:34 AM | 10:50 AM on August 4 | 2025  | I have always received very good service. <...line break...> They do a good job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:10 AM | 10:50 AM on August 4 | 620   | FSS facilities are a vital need of GA. Professionalism is retained because the personnel are "government" employees, and are not "out to make a buck," or take advantage of the public. Public demand is what drives government services. Our airways can not afford to be regulated by (inevitably) crooked, selfish, cooperate corruption. Safety is paramount. Only the federal government can provide this service without chaos.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:31 AM | 10:56 AM on August 4 | 250   | I find FSS most valuable when making cross country trips for either myself or my students. When making local trips in the traffic pattern or to the practice area, however, I find that taking a look at the Weather Channel or ADDS is sufficient weather data for short, local flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:48 AM | 11:06 AM on August 4 | 1400  | The FSS system remains one of the best government operated offices. It still provides the important one-on-one interaction, and thus is unique! Its worth my tax money and makes aviation a safer place! If relegated to privatization, I will be getting my briefings from the lowest bidder - that does not make me comfortable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:56 AM | 11:08 AM on August 4 | 330   | Excellent and very valuable service provided through Louisville and Terre Haute FSS. I use DUATS to augment, not replace briefer. Briefer adds experienced interpretation not available through DUATS. Excellent and responsive service through local FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:58 AM | 11:12 AM on August 4 | 900   | Quality of wx brief certainly tied to the individual presenting data. Some have no patience, some very eager to provide top quality service. Usually, they err on the side of caution, but I've found most "VFR flight not recommended" flights are easily performed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:11 AM | 11:20 AM on August 4 | 156   | Excellent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:55 AM | 11:20 AM on August 4 | 210   | I feel that FSS should evolve like many other server-based organizations. There should be a mixture of human and automated systems working together. Not everyone has time to talk to a briefer but needs fast FSS services. Also not everyone can be their own briefer just because they have a computer. High-time and professional pilots can make better use of the non-human information sources for speed and convenience. Students and low-timers can make excellent use of human interaction to assist in interpreting data and to help correct mistakes before they are made. Surely this can be done both by the government at a good cost to the public without user fees. Critical services like ATC/FSS are best left to the Federal government. Private industry have not proven themselves in other markets yet (Europe and Canada). Perhaps in time, but for now they have not passed the test enough to place the safety of myself and passengers in their hands. |
| 11:00 AM | 11:29 AM on August 4 | 2300  | I much prefer to talk with a briefer versus using <...line break...> automated services other than ASOS or AWOS. they do an excellent job and it would be travesty to discontinue human contact with a briefer. I have never found them to do anything other than an excellent job in the 46 years I have used FSS services. Forget all the yuppie computer crap and let FSS briefers continue to do their job. Thanks for letting me express my opinions <...line break...> Don't fix a system that isn't broke                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:41 AM | 11:29 AM on August 4 | 1618  | I am one of those pilots who believe that, if the entire federal government operated as well as Flight Service and Air Traffic Control, we'd all be much better off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:00 AM | 11:31 AM on August 4 | 1400  | How do you feel when you call a company and a machine answers? We are taking the human elements out of our decision making reducing our options for success. I love the Flight Service Stations and enjoy visiting them whenever possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:19 AM | 11:34 AM on August 4 | 1300  | Excellent service; want to be able to <...line break...> talk to a knowledgeable person re weather, notams, restrictions etc <...line break...> <...line break...> Not interested in replacing human with data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:24 AM | 11:43 AM on August 4 | 100   | Overall I consider my local FSS to be an invaluable tool in my pre-flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 11:20 AM | 11:44 AM on August 4 | 3800  | To be assured that you obtain everything important, I have always been told to request a standard briefing, yet sometimes the briefer will give the complete weather data at each inroute station even when they differ very little. This seems like a waste of time, but I don't want to be rude and tell him that that doesn't matter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:21 AM | 11:44 AM on August 4 | 1300  | My experience has generally been good. A couple of times, briefers in radio contacts have been insulting - for example when I encounter non-predicated weather in route - the first question they ask is when did you get your last briefing? In such a situation I am calling for a current update and how long ago I got a weather briefing is not important in my mind. I want immediate help not a condecending attitudde. The implication is I took off into bad weather and now I need help. I am very cautious and would not intentional take off in bad weather. But on cross-country trips, bad weather will pop-up unexpectedly - that is the reason I am calling for help. At a time like that all the help I can get is greatly appreciated.                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:31 AM | 11:53 AM on August 4 | 3500  | I have been told by FSS that I should not use a cell phone out of my area due to it routing to that area, instead of the one I am in. This is unrealistic in considering everyone has a cell phone and there are almost no pay phones or an ability to get a land-line many places.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:38 AM | 11:54 AM on August 4 | 800   | Generally, very good service, some area better than others, very important service especially with the new TFRs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6:16 AM  | 12:00 PM on August 4 | 6500  | I file with FSS because DUAT/S has lost flt. plans in the past. Specialists are quite helpful in filing multiple plans for xc. I would love to have an FSS close enough to visit, it would be very helpful to my students. Getting an FSS to respond on 122.0 is difficult, is this due to manning levels? I would give more abbreviated PIREPS thru IFR controlling agencies if they could handle it; getting off freq for FSS is not a good option when in the weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:04 AM | 12:01 PM on August 4 | 1250  | I work Mon-Fri with a PC but do not travel via aircraft with a PC and in fact hate to turn it on on weekends when most personal flying is done. A significant portion of my flying includes flying aircraft equipped with straight (non-amphibious) floats. I consider it crucial to be able to contact FSS via phone to update flight info from enroute stops in rural areas. Access to flight information, weather, TFRs, etc. must be independent of battery-powered electronic devices, etc. Aircraft engines are simple low-tech designs that serve aviation well for reliability of service. I continue to use a traditional mechanical E6B because in the cockpit it is simple to use and I never have to worry about dependence on batteries. The FSS briefers need hi-tech access to the best info at their workstations, but pilot access to those FSS briefers and that info must not require hi-tech or electronic means of contact. Otherwise my ability to get a quick FSS update when making an intermediate stop at a rural location (on water or a rural airport) will be compromised at the minimum and possibly made impossible. |
| 11:48 AM | 12:04 PM on August 4 | 310   | Great staff. Give these guys modern tools and capabilities and it will not only be a benefit to pilots, but will greatly enhance job satisfaction for FSS employees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:45 AM | 12:04 PM on August 4 | 400   | The services of the Jonesboro, AR FSS are wonderful. I cannot imagine being a pilot without access to this wonderful resource. Keep up the good work. Thank You.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:50 AM | 12:08 PM on August 4 | 270   | JBR is a great facility. On all of my long trips, I depend on them for my "GO/NO GO" info. They are very dependable and accurate. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:07 PM | 12:21 PM on August 4 | 450   | In every instance that I have used FSS they have provided me with accurate weather and flight information to make a go-no go decision. <...line break...> <...line break...> A few instances I have not been able to raise FSS on my arrival end via radio. <...line break...> <...line break...> FSS is a great service and I will continue to use it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:06 PM | 12:22 PM on August 4 | 760   | FSS personnel have been courteous and professional in all my contacts with them. Some are pilots and they have an edge when it comes to providing information tailored to my experience level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:13 PM | 12:37 PM on August 4 | 2700  | I know more about the WX, routes, etc than my "local" FSS. However, when I go to an area of the country that I'm less familiar with, then I tend to rely on the FSS's Specialist's local knowledge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:09 PM | 12:39 PM on August 4 | 4600  | FSS personel need extensive weather interpretation skills. I can write a computer program to say "VFR not recommended". I need to know how to get to my destination safely, how long the weather is going to last, how to get around it etc. At this point, I can get better information with an upper air chart, satellite image and station reports than I can from a briefer. Dependable on line weather cameras would be of great help. <...line break...> On the other hand, FSS emergency services help is first rate. I am involved with the Civil Air Patrol as a mission search pilot, and as an Incident Commander. The information and services provided by FSS (flightplans, ALNOT, message relaying) is of high importance for search and rescue.                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:24 PM | 12:43 PM on August 4 | 6400  | I use DUATS as my principal weather briefing and flight planning means due to convenience and speed. I nonetheless use FSS for updates, rapidly changing conditions, and whenever there isn't a computer terminal available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:21 PM | 12:43 PM on August 4 | 730   | These guys are good. I sometimes have a hard time getting in-flight info. It is essential to have a government agency providing santioned data that is also accurate. I wish there was a way to get a legal web-based briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:21 PM | 12:43 PM on August 4 | 1500  | PNM AFSS PICUS flight planning service is a great program for area pilots. <...line break...> <...line break...> Can't belive how FAA has let FSS equipment become so obsolete. <...line break...> <...line break...> FSS is required to issue to many disclaimers during briefs (VFR flight not recommended, request pireps, contact flight watch, etc.). I get tired of hearing these same things every brief. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 12:20 PM | 12:50 PM on August 4 | 234   | When I travel cross-country I use the Internet to check on weather and NOTAM's most of the time this service provides exactly what I need. But those times there is weather moving through the area I always call a briefer to back up what I see on the Internet. Having a briefer to discuss the weather with not only teaches me how to use the Internet weather services more efficiency, it is a second opinion that more often reinforces my opinion to postpone a trip. That alone makes the briefer a valuable part of my flight planing. <...line break...> At best I would rate my skill as intermediate and in all the years I have flown I have never had an FSS briefer that has been anything but professional and answer all my questions with patience and courtesy. <...line break...>                                                                                                                                                                                                                                                                                                                                                 |
| 12:22 PM | 12:54 PM on August 4 | 400   | 1. Flight Watch is very important, but at lower altitudes, not always available out west. <...line break...> 2. Duats data is too old, I use it to see what may be happening, but a personal briefing is also required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:44 PM | 12:54 PM on August 4 | 1185  | I am located in Arkansas and use JBR FSS. I've traveled throughout the Mid West and find them most desireable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:47 PM | 12:58 PM on August 4 | 130   | FSS services are great and provide timely information that ATC does not (and should not?) provide. However, I'd like to see better interaction between ATC & FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:43 PM | 1:02 PM on August 4  | 3100  | When the weather is bad I always appreciate the experience and opinion of a real human. He/she can often use their experience and knowledge to shed light on a current situation that I may have missed . . . a route to fly . . . an altitude that may help . . . maybe spending some time in the FBO lounge based on their observations. Essentially, there is wisdom in a multitude of counselors and the flight service specialists have generally provided good opinions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:49 PM | 1:05 PM on August 4  | 775   | My interaction with the local FSS (Cedar City) has been invaluable. I've only been to visit them once when I had to stay overnight to avoid level 3 thunderstrom activity, and they invited me in to see what I had missed. They're always courteous and eager to help.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:53 PM | 1:15 PM on August 4  | 1060  | Generally, FSS personnel do a very fine job of matching data interpretation with needs. If weather is iffy, talking with a human being interpreting data is much more helpful than simply getting data from the tube. <...line break...> <...line break...> We probably do not appreciate the FSS personnel as much as we should and updates of weather while enroute is critical. <...line break...> <...line break...> Thanks for the job you are doing!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:00 PM  | 1:20 PM on August 4  | 500   | I have found FSS personel to be professional and helpful. The FSS facilities are consistantly better in terms of accuracy than other the more automated systems.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:03 PM  | 1:22 PM on August 4  | 3600  | I believe that having a person to talk to is particularly important these days, with the increased significance of temporary flight restrictions. The use of graphical TFR information is also very helpful. <...line break...> <...line break...> here are still many areas of online data which are difficult to interpret clearly, even for someone like me who has been using these services for years. In particular, the area forecast and hazardous weather sections still contain cryptic abbreviations that can not even be decoded well by the plain-language translations. <...line break...> <...line break...> For low-time pilots (especially student pilots) or pilots who don't fly often, having a person speak to who can help to interpret the raw data is extremely important.                                                                                                                                                                                                                                                                                                                                                      |
| 1:01 PM  | 1:22 PM on August 4  | 150   | I am completely satisfied with the Anniston FSS. I rely on them heavily to enhance the safety of my flight. Human contact is important for aviation safety as it helps to break the link in the disaster chain. I support increasing the use of personal one-on-one contact for the interpretation and delivery of flight information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 12:48 PM | 1:24 PM on August 4  | 4300  | I'm a FAR 135 airline captain and also do considerable personal flying in a C182. For company flights of usually 200-400 miles, I use company provided written weather briefings which I back up in flight as necessary with FSS contact. On flights from outstations back to base, I use standard or abbreviated FSS briefings by phone, again backed up by in-flight data during adverse weather conditions. <...line break...> <...line break...> For personal flights, which are normally longer distance (500-1500 miles), I use weather channel and Duats for 24-48 hours before a flight to understand general trends. I'll then get a standard briefing and file with a FSS just before departing each leg. I generally check in with an FSS every 30 minutes on VFR flight plans to give a position report and PIREP, and to solicit wx info for the next 100-200 miles and at my destination. For IFR flights I'll contact FSS about once an hour during good wx to file a PIREP and ask about destination wx. In IMC or rapidly changing conditions, I'll contact FSS enroute about every 30 minutes to file a PIREP and get wx for the next |
|          |                      |       | 60 minutes and for my destination. <...line break...> <...line break...> I've been generally very satisfied with service given by FSS, especially in the west. I've experienced excessive delays during telephone contact at some of the eastern USA FSS facilities. Occasionally I've gotten more information than I really asked for or needed when requesting an abbreviated briefly only, usually just to ask for recent notams. This is annoying as I'm usually ready to depart, have already gotten a previous briefing on wx, and just need last minute TFR data, but the briefer sometimes goes thru the whole adverse weather briefing, current conditions, etc. etc. <...line break...> <...line break...> Overall, I'm very satisfied with FSS service. The only thing I could wish for is an economical way to provide detailed severe wx info in the cockpit for light GA aircraft, for use avoiding embedded convective or icing activity enroute. My personal aircraft doesn't have a stormscope or radar. I rely on FSS, PIREPS, and other wx avoidance equipped aircraft nearby to help me in these situations.                        |
| 12:45 PM | 1:28 PM on August 4  | 1700  | Weed out the 15% or so of the FAA Specialists who obviously don't care about what they are doing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|---------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:09 PM | 1:33 PM on August 4 | 750   | TECHNOLOGY WILL BETTER ASSIST BOTH FSS AND PILOTS. <...line break...> <...line break...> GOOD ACCESSIBLE WEBSITES THAT ARE AVAILABLE AT SMALL AIRPORTS WOULD HELP. <...line break...> <...line break...> SEMINARS ON DATA AQUISITION AND SYSTEMS AVAILABLE WOULD BE A GOOD IDEA AND DRAW GOOD ATTENDANCE IF WELL PROMOTED IN EACH AREA...                                                                                                                                                                                                                                                                                                                                                              |
| 1:19 PM | 1:37 PM on August 4 | 93    | In spite of the great automated tools available on the web, having someone in FSS with experience to help interpret the information is invaluable. San Diego FSS has always taken time with me and never rushes or makes me feel like a bother. I consider FSS phone service to be essential an essential safety tool.                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:13 PM | 1:37 PM on August 4 | 540   | FSS briefers sound like they are very busy. I feel rushed by them sometimes during my briefings. I need briefers to spend more time with me to understand weather issues and national security airspace restrictions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:14 PM | 1:39 PM on August 4 | 1100  | The system of using multiple radio frequencies to contact a FSS in the air is terrible! Use one standard freq. and let the computer figure out which FSS you talk to based on your location in the air. The coverage around Syracuse ,NY is not good. Not all pilots fly at 10,000ft and 600 MPH. I have one radio, fly usually at 3000ft and 115 MPH.                                                                                                                                                                                                                                                                                                                                                 |
| 1:32 PM | 1:43 PM on August 4 | 25    | I've been very pleased with the abilities of the McAlester FSS, especially with their helpfulness to student pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:22 PM | 1:47 PM on August 4 | 1250  | I have always received excellent, courteous and highly professional service from very knowledgeable flight service specialists. It is one area of the Federal government that has consistently worked well for me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:29 PM | 1:47 PM on August 4 | 600   | Pilots should always be able to contact a real person briefer. There are many times when automated briefing is not sufficient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1:27 PM | 1:55 PM on August 4 | 500   | Albuquerque Flight Service is the facility I normally use. They are one of the best in the nation! They are very helpful with unique local weather conditions and geography. They are always courteous and professional.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:35 PM | 2:00 PM on August 4 | 500   | flight service is not broke, don't try to fix it. <...line break...> Also don't compromise my safety by privatizing and charging me fees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:41 PM | 2:03 PM on August 4 | 8200  | Services up and down the East coast are comprehensive and professional whether in person, by radio, or by telephone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:51 PM | 2:03 PM on August 4 | 6100  | I hope that flight service stations remain open and properly funded.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:55 PM | 2:07 PM on August 4 | 220   | I don't make as much use of the FSS facilities as I should; what I have gotten from them in the past has been excellent and very helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:40 PM | 2:07 PM on August 4 | 1450  | In many cases the preflight briefing is very good but it really depends on the experience level of the specialist and how well they can interpret the information in front of them. I have many briefers who are excellent and a few that were bad. When the weather is bad a knowledgeable briefer can make the difference on a go no go decision. For the most part I've had good to great service is there room for improvement...yes.                                                                                                                                                                                                                                                              |
| 1:46 PM | 2:09 PM on August 4 | 2150  | Overall, I believe that FSS facilities do an absolutely excellent job. The only gripe I have is when a briefer tries to dissuade a pilot from a flight rather than working harder to give a more detailed and comprehensive briefing. I have seen this for VFR flights on more than one occasion. I see that this type of negative briefing only contributes to VFR pilots not believing the briefer and using the system less.                                                                                                                                                                                                                                                                        |
| 1:55 PM | 2:10 PM on August 4 | 360   | I am very impressed with the customer service and usefulness of these services, particularly given the free cost to pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:59 PM | 2:15 PM on August 4 | 800   | I have used the Boise FSS many times and I have been very happy. Great Falls has also been very cooperative, especially with in flight updated weather info. I can speak for quite a few pilots in the mountain region, we do value the services that are provided and the quality of those services. Thank you for the opportunity to participate in the survey.                                                                                                                                                                                                                                                                                                                                      |
| 2:04 PM | 2:15 PM on August 4 | 3700  | They are professional and always there to help. I could not do my job without them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1:56 PM | 2:30 PM on August 4 | 800   | I love Flight Service Stations !                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:15 PM | 2:32 PM on August 4 | 225   | FLIGHT SERVICE STATIONS ARE INTEGRAL GOVERNMENTAL FUNCTIONS, THAT ARE NECESSARY TO MAINTAIN SECURITY AND A SAFE AVIATION ENVIRONMENT. THEY NEED TO BE FUNDED ADEQUATELY TO ALLOW TECHNOLOGICAL IMPROVEMENTS (EQUIP) MEETS OR EXCEEDS THE CURRENT AVIATION SYSTEM. THEY SHOULD NOT BE PRIVATIZED!                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:46 PM | 2:36 PM on August 4 | 1200  | I am highly impressed with the quality of service provided by the GRB FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:16 PM | 2:41 PM on August 4 | 650   | In my few years of flying, I have a high regard for the job performed by the FSS's for us. For the most part they have been understanding when having to put up with bumbling on my part trying to copy briefings, etc. On our trip to Alaska, their insights of the local conditions were invaluable in providing a safe and enjoyable trip!                                                                                                                                                                                                                                                                                                                                                          |
| 2:35 PM | 2:50 PM on August 4 | 900   | Congratulate FSS for getting individualized 888 numbers. However, FSS needs better local NOTAM disseminations, especially when calling non-local AFSS facilities due to local FSS phone saturation. <...line break...> <...line break...> Also, with DC ADIZ/TFR I only use JYO AFSS since I do not trust I will be well served by other facilities. Yet, JYO is unable to handle the high volume that the ADIZ/TFR generates during weekends or during inclement wx. <...line break...> <...line break...> In addition, briefers should all be familiar with WSR-88D VWP profiles as well as be equipped (if not already) with cell movement extrapolating tools to help project in time (CCFP-like). |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 2:36 PM | 2:59 PM on August 4 | 4600  | The best thing about Cleveland is their response during an emergency situation. I am chief instructor at a flight school and there have been several times that FSS professionalism was very evident. I really like it when the briefer has enough experience and knowledge to truly interpret weather data and not just read a report. Sometimes it's just fine to read a report, but sometimes it's good to go a little deeper. Cleveland has some good people like this, sometimes not. The only thing that bothers me about Cleveland is that during an inflight communication, the specialist is a little slow (not always though!) During these times, I need to get back to ATC or land quickly for one reason or another. <...line break...> <...line break...> I particularly want to say that I hope the human link is NEVER eliminated! A good briefer is worth his/her weight in gold!                                       |
| 2:33 PM | 3:01 PM on August 4 | 600   | I have sound that personel have gone out of their way to get specific needed information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2:44 PM | 3:16 PM on August 4 | 2200  | My experience with FSS briefings and enroute assistance has been outstanding. I primarily use telephone and radio contact - I really believe believe the FSS system enhances flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:50 PM | 3:16 PM on August 4 | 800   | Although I highly regard the FSS as my primary source of information on weather and current hazzards, I sometimes find the briefings to be overly cautious and negative. I especially value the briefer who will give the "official" positions but then add his/her personal scope on the situation. These are usually, but not exclusively, briefers who are also pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2:53 PM | 3:21 PM on August 4 | 2550  | I have been flying for 35 years. I am very satisfied with the service I have received from the FSSs. I use the facilities for most flights. I value the personal presentation of the weather information, but I do not need the specialists to interpret the weather for me. I do understand that that might be valuable for less experienced pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:14 PM | 3:29 PM on August 4 | 11700 | My number one pet peeve with any AFFS is lost flight plans, especially IFR plans.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:06 PM | 3:30 PM on August 4 | 5070  | I have the utmost respect and confidence in the flight service briefers and flight watch. There are many times in my flying years when there assistance has been more than invaluable. There are times when I may not have arrived safely were it not for there help.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2:46 PM | 3:33 PM on August 4 | 985   | Listen to them and take their advice: they are pros                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2:55 PM | 3:34 PM on August 4 | 120   | The services are great, I use them whenever I can and I have no gripes about them. I would be skeptical about using an "outsourcing" briefer since they would be more oriented to making money. However, the FAA higher-ups need to be more efficient managing the updating of their technology.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3:30 PM | 3:41 PM on August 4 | 850   | Overall, excellnt services have consistently been supplied over the years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:42 PM | 3:55 PM on August 4 | 775   | I have traveled to many FSS and LOU is among the best. ALWAYS prompt and ready to help in planning. <...line break...> Having LOU FSS on the field is a definite PLUS at Bowman                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:49 PM | 4:06 PM on August 4 | 2000  | Very necessary for flying safety!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:37 PM | 4:08 PM on August 4 | 1330  | I work for a 135 operator in Alaska. I fly an average of 10 flights per day. I file a flight plan for each leg of the flight with FSS via radio. When I do the FSS always provides any updates WX or otherwise. Their services are invaluable. They provide a personalized service and are very familiar with the local area and local weather. My job would be much more difficult without the local FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:53 PM | 4:09 PM on August 4 | 997   | I think that without them my go nogo decisions would be very difficult.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3:53 PM | 4:12 PM on August 4 | 400   | My experience in obtaining flight information from a FSS has been generally quite positive. As a gulf coast pilot, I am most interested in obtaing accurate weather information to be sure I avoid thunderstorms and other weather hazards. I have encountered varing degrees of experience when talking with a briefer, and I can quickly tell if I am speaking with someone who has a pilot's certificate and someone that does not fly. It would be nice if all FSS briefers has at least a Private Pilot's license. Thanks you for the opportunity to provide feedback !                                                                                                                                                                                                                                                                                                                                                             |
| 4:04 PM | 4:19 PM on August 4 | 595   | I contact an FSS for the latest thinking about the expected weather for the duration of my flight.(The internet gives good current information.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:55 PM | 4:24 PM on August 4 | 13000 | While I personally prefer face to face briefings, they have all but disappeared since the "modernization" program of the 1970's. While a return to a system of many small 24 hour facilities is probably not feasible with today's labor costs, automation alone can never provide the level of service that is required for a percentage of flight ops. In the current system, Weather Channel and DTN provide excellent outlook briefings, DUAT services provide extremely thorough standard briefing and wonderful flight planning services, and FSS's are great for last minute updates and idiosyncracies of local weather and operational data provided the briefers are well trained and experienced. We need a continuation of all current data delivery modes because each satisfies a need better than others and yet none can be guaranteed available 100% of the time; on such occasions source substitution fills the gaps. |
| 4:02 PM | 4:25 PM on August 4 | 7300  | Most of my contact with FSS facilities is with JBR AFSS. They are always helpful, courteous and informative about WX and the latest NOTAMS especially regarding TFRs.Through the Internet they keep pilots posted as to latest developments and concerns of the General Aviation public in our area and maintain what I believe an outstanding relationship.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 4:03 PM | 4:30 PM on August 4 | 4000  | I had stopped using FSS for flight planning and filing flight plans until 9/11/01. I now use it every flight to ensure TFR notice and compliance. <...line break...> <...line break...> The exception to the above was for local knowledge in unfamiliar areas. <...line break...> <...line break...> Usually I still brief over the internet first, because the graphical pictures are much better than words regarding location of weather systems. <...line break...> <...line break...> In iffy weather I try to make intermediate stops where I can visit a FSS for a look at the weather and a personal briefing. That is getting hard to do with the few FSS's. <...line break...> <...line break...> When away from home base, I often have no ability to get an internet briefing and depend entirely on FSS. <...line break...> <...line break...> The "holy grail" is in flight data link of al weather and TFR info. It would substantially reduce my use of FSS enroute, but would not affect preflight briefing needs. <...line break...> |
| 4:09 PM | 4:41 PM on August 4 | 290   | I value FSS a lot since I like the assurance of a live filing of flight plan, and the additional weather and NOTAM confirmation even when I have received it via DUATS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4:31 PM | 4:43 PM on August 4 | 900   | Average telephone hold time in the Washington DC area before speaking to a FSS specialist is about 25 minutes. Flight plans filed by telephone are required for all flights, as is cancelling a flight plan after landing. The local FSS is totally over-welmed by the workload imposed by the local flight restrictions. This system is broken. It is not the fault of the FSS specialists, but that of the TSA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4:20 PM | 4:46 PM on August 4 | 1250  | Although the computer systems are great for providing a lot of data having a specialist there to interpret it, as it applies to the local environment and conditions (particularly here in the Rocky Mountains) is very important for flight safety. Personally I used to like being able to go into the FSS and talk face to face with the briefer, I felt I always got better service that way.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4:29 PM | 4:51 PM on August 4 | 16500 | The Men and Women of the FSS system provide a valuable and professional service to the aviation community. My hat is off to their service, attitude, and professionalism. MANY THANKS, for a JOB well done for many years.....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4:23 PM | 4:59 PM on August 4 | 2200  | You have alot of questions concerning personalization of services which is good. I know many of the fss personnel at the JBR FSS and they know me and my level of proficiency. The this makes for a greater comfort level when making a go-nogo decision. Often I will Contact the JBR facility even when I'm in another area of the country. Also, being able to walk in to the facility and sit down with a briefer right before you launch is invaluable to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4:45 PM | 5:02 PM on August 4 | 152   | I think they do one heck of a good job. <...line break...> I use them EVERY time I fly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5:08 PM | 5:25 PM on August 4 | 400   | People are good, computers are too hard to use to find out security information. We also need more people in the FAA that are pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:07 PM | 5:27 PM on August 4 | 15000 | Most FBO's have better weather radar than the FSS briefers. Buy them some new equipment and they can do a better job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:20 PM | 5:38 PM on August 4 | 1500  | Over automation of services will decrease flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5:40 PM | 5:57 PM on August 4 | 400   | I use the DUAT sometimes, but I like to talk to a person. I usually supplement my FSS standard briefing with AOPA's Wx Info. I have never used DUAT to file a flight plan. I have heard it is slow and picky how one inputs the info. Besides, even in our computer age, it's nice to talk to a human being, KNOW the flight plan is filed, and have ATC ready with a clearance within usually five minutes of filing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:41 PM | 6:05 PM on August 4 | 433   | the specialists seem to be more conservative than the actual conditions dictate. This is in reference to "ok VFR" or "VFR not recommended". <...line break...> But in their defense, if pilots would provide more PIREPS, the specialists could have more valid information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5:33 PM | 6:06 PM on August 4 | 4000  | I do most of my flying to and from airshows - a lot of it in less than optimal VFR conditions. There are briefers that will help, and a significant number that won't. Once they hear that it's not a IFR flight, they're not interested in providing me with the weather info that I need. I fly an aerobatic biplane- no gyros! The briefers don't care about my level of experience- they treat everyone not flying an IFR flight plan like an inexperienced pilot. This isn't always the case.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:59 PM | 6:16 PM on August 4 | 4700  | generally very helpful. sometimes i feel rushed by the specialist, overall i am satisfied. slow down for student pilots!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:51 PM | 6:25 PM on August 4 | 2800  | The answers to this survey on contacting the AFSS will be skewed for those in the Washington, DC area by the requiremnt (NOTAM) to file a flight plan verbally with the AFSS before the fight to either leave or enter the ADIZ. When analyzing the data this regulatory requirement should be considered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:08 PM | 6:33 PM on August 4 | 3620  | I am very satisfied with Flight Service and would not want it messed with!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6:08 PM | 6:46 PM on August 4 | 800   | The quality of pre-flight briefings, particularly with respect to weather, is somewhat inconsistent. Also, I thought the questions in this survey about tailoring briefings to my experience level were interesting - I've never in 4 years and over 800 hours of flying been asked by a briefer what my experience level was.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6:32 PM | 7:05 PM on August 4 | 350   | I have been very pleased with FSS personel. Most are extremely friendly and at the same time professional. Two times in the past year my flightplan didn't get into the system when I called it into FSS and talked directly to a person, or perhaps the flight plan was not found by clearance delivery for some other reason. On one occasion I filed in the air and all was well, on the other I just went VFR. Now, as a precaution, I tend to keep the FSS person on the phone while they verify my flight plan is in the system. Perhaps a system generated confirmation number would help eliminate some nervousness about that issue. In general, I feel the service level is very good and I would be satisfied if it continued as is. Thanks.                                                                                                                                                                                                                                                                                                 |

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| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 7:01 PM | 7:29 PM on August 4 | 30000 | For the last 49 years they have bin there for me,I would hope they would be there for the next. mike lyon 1301160                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:18 PM | 7:30 PM on August 4 | 2000  | Our FSS guys and gals are great. I always get DUATs weather, review it, then still call Jonesborro to get a specialists opinion. Wouldn't want to do without them.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:22 PM | 7:38 PM on August 4 | 1275  | Frankly, I miss the olden days when there was an FSS or WSO on every airport of any size. Face-to-face interaction, with the weather products in front of both of you, was invaluable. The current telephone based system may be cheaper, but it is nowhere near as good as the old system.                                                                                                                                                                                                                                                                                                             |
| 7:23 PM | 7:44 PM on August 4 | 3000  | The Millville FSS is markedly less professional and less helpful than the Bangor FSS. According to Millville 8/1/03 "level six" thunderstorms covered my entire route of flight from MIV to MMU. I passed one cell approx 5 miles wide enroute. I prefer DUAT simply because I don't wish to listen to such ridiculously overstated warnings. <...line break...> <...line break...> Since I do not have a computer in Maine, I have to rely on the Bangor personnel for briefings and they are very professional and competent.                                                                         |
| 7:56 PM | 8:11 PM on August 4 | 650   | I rely on the FSS for the most recent security TFRs. I do not trust the lag time of computer delivered information. I appreciate the effort that FSS specialists provide in ensuring that I have the most current information available for my flight. Consolidating of FSSs will degrade safety. The FSS people know the local areas and are able to provide data in a logical fashion.                                                                                                                                                                                                                |
| 8:03 PM | 8:18 PM on August 4 | 2500  | PNM has always met or surpassed my request.Very friendly and knowledgable crew there <...line break...> N33156                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:15 PM | 8:28 PM on August 4 | 350   | Weather interpretation is most important. It is easy to miss something when using automated systems. It would help a great deal if text weather messages could be written in plain english. There is no reason for the old cryptic format that was used to save time on teletypes!                                                                                                                                                                                                                                                                                                                      |
| 8:51 PM | 8:29 PM on August 4 | 1500  | I would like FSS stations to have an available telephone number along with the 800 number. Reason being,cell phones revert back to your home calling area using the 800 number even if your outside that calling area.                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:11 PM | 8:34 PM on August 4 | 250   | The professionals at Hawthorne FSS are very competent, and responsive to questions. I know how to use the other systems (i.e. DUAT) but prefer personal contact.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:21 PM | 8:35 PM on August 4 | 4000  | Getting all FSS data into the cockpit in an automated fashion at a reasonable cost is now my #1 consideration in how I choose to interact with the system.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:24 PM | 8:38 PM on August 4 | 800   | Overall I am very pleased with the FSS that I use . The FSS is an invaluable tool available to pilots. From a safety perscectivr we cannot afford to lose thier expertise. <...line break...> <...line break...> Bob J                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:14 PM | 8:38 PM on August 4 | 3000  | I object to the phrase "VFR not advised",,been my experience that VFR was not a problem at all and that statment produces concerns that I haavnt found to be evident on the flight.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:57 PM | 8:45 PM on August 4 | 20000 | Most of the time during a weather briefing the Flight Service Specialist gives worst case scenario. Some give their interpretation of the weather, and that seems to work out better. It has gotten to the point where most of the time I will go have a see. The Flight Service Specialist is still an important tool for flight planning and safety of flight. Just being there for inflight use when the need arises is enough to keep them, I don't know of any other way to get airborne information (General aviation) unless you call ATC, and they are not always eager to give you their time. |
| 8:47 PM | 9:01 PM on August 4 | 170   | Lately the people at Oakland FSS have been a lot more friendly and helpful. About 1-1.5 years ago the people would yell at you if you made a mistake, now they don't. Thanks :)                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:44 PM | 9:10 PM on August 4 | 290   | BGR Flight Service has been great !!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:49 PM | 9:11 PM on August 4 | 602   | I am pleased with the service I get overall. I recently had a one on one at the Prescott FSS and found it a most helpful experience. Too bad there are so few FSS anymore. Nearest one to me is 100 miles away so can't utilize walk in service or have much personal interaction with specialists.                                                                                                                                                                                                                                                                                                     |
| 8:37 PM | 9:12 PM on August 4 | 5300  | I belong to the Civil AIR Patrol and we are required to file over fifty miles. Why anybody going out of the vicinity of an airport doesn't file a flight plan is beyond me. The flight plan is to save ur butt and we have to search for those who didn't, it's a shame to lose lives because of pride.                                                                                                                                                                                                                                                                                                 |
| 8:54 PM | 9:21 PM on August 4 | 1000  | I am consistently impressed by the professional and invaluable service provided by FSS professionals. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:06 PM | 9:23 PM on August 4 | 3000  | I believe the value of FSS is immeasurable. I always have make a "field trip" with new students to learn what, how, and why of FSS. They have always been very accomodating and a value experience for new potential pilots.                                                                                                                                                                                                                                                                                                                                                                            |
| 9:00 PM | 9:23 PM on August 4 | 1600  | As a private pilot, I rely almost completely on FSS for briefings before every flight (even local since I am in an area affected by frequent presidential visits and the resulting TFRs and expanded restricted area.                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:07 PM | 9:25 PM on August 4 | 1800  | It is absolutely imperative to me to be able to speak with a knowledgable, helpful, real-live person within one minute when I call FSS by cell phone, land line, or radio.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:08 PM | 9:27 PM on August 4 | 1650  | Generally good service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:10 PM | 9:29 PM on August 4 | 743   | 99.9% of the time the briefers are friendly and helpful. Every once in a while I get one that seems to have woken up on the wrong side of the bed or dislikes their job. That makes the whole process difficult. Bravo to the friendly ones!                                                                                                                                                                                                                                                                                                                                                            |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 8:57 PM  | 9:34 PM on August 4  | 225   | I highly value the information obtained from Flight Service Stations when I plan and execute my flights. I consider FSS essential to flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:01 PM  | 9:36 PM on August 4  | 450   | The services provide by FSS are an important to aviation safety!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:39 PM | 9:39 PM on August 4  | 800   | The biggest issue I have with FSS is inconsistency. I can talk to one pre-flight briefer who is extremely knowledgeable and helpful, then on another call get such useless information (or lack thereof) that I either have to pull the information out of them (making me doubt their credibility), or simply thank them, hang up, and call back to get another briefer. I have done both, and am usually happier just talking to a different briefer. Losing the local FSS's (like Hillsboro, as an example) has not improved service. At my local FSS the building doesn't even have windows for the briefers to see what's happening just outside!                                                                                                                                                                                                                                                                                       |
| 8:39 PM  | 9:48 PM on August 4  | 950   | FSS services are for me the final authority in obtaining 'all information related to the flight'. <...line break...> <...line break...> If I have questions, I call them. I rely on their delivery of the facts. I depend on them to keep me away from the mushrooming TFR's! <...line break...> <...line break...> If I'm unsure of the weather up ahead, I call them. There have been many times that I called it a day because FSS was there to help me understand the changed weather situation. <...line break...> <...line break...> There have been countless times that I have relied on FSS via both radio and telephone to obtain and help me interpret the information I need to safely plan, execute or terminate my flight. <...line break...> <...line break...> I don't know where we would be today as pilots if we did not have the expert human face of an FSS specialist at the other end of the line. <...line break...> |
| 9:33 PM  | 9:54 PM on August 4  | 170   | The level of service and professionalism at the Buffalo FSS is outstanding. Those folks do a wonderful job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:40 PM  | 9:58 PM on August 4  | 1125  | Most important to me is being able to converse with a real human being, in real time, who has an understanding of and is familiar with the unique characteristics of weather in New England.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:38 PM  | 9:59 PM on August 4  | 5600  | Other than an occasional delay in picking up my call, they do an excellent job in providing the information I need....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:21 PM  | 10:01 PM on August 4 | 2500  | 1.) It takes too long to get a live briefer when calling in by telephone. The last time I wanted to file IFR because of rapidly deteriorating weather conditions, I was on hold waiting for a briefer close to 15 minutes before I broke the connection and launched, knowing I would have to scud run a good portion of my flight. I didn't want to do that. Night was fast approaching, and it became a go, or spend the night situation. <...line break...> <...line break...> 2.) Face-to-face briefings are no longer available since 9/11. FSS is off-limits! <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                    |
| 9:46 PM  | 10:05 PM on August 4 | 160   | I rely on the FSS specialists a lot, being a low-time pilot. I have never had a problem interpreting weather or other flight-related information from briefings. I trust them!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:59 PM  | 10:14 PM on August 4 | 470   | Most of the FSS that I have interacted with are conservative with their weather prognosis, which I believe to be appropriate. <...line break...> <...line break...> What is lacking terribly in the FSS/FAA system is a usable NOTAM system. Many briefers have no idea what is going on with the GPS system and GPS NOTAMs. In multiple calls to a variety of FSS, no briefers were aware of a NOTAM concerning Jeppesen database errors. <...line break...> <...line break...> The lack of proper notification in some briefings about new TFRs is disturbing and an equally major flaw. Since there is no good Internet source for all NOTAMs, briefers need a better NOTAM tool and so do pilots.                                                                                                                                                                                                                                        |
| 10:03 PM | 10:15 PM on August 4 | 135   | Lansing Takes too long because you have to listen to the advisory before you can talk to the briefer. C'mon, it hasn't really changed since 9-11. Terre Haute is nice and fast as well as Green Bay. <...line break...> <...line break...> I would prefer to do walk in briefings but there are not enough FSS stations to do this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:31 PM  | 10:23 PM on August 4 | 865   | I rely heavily on our Princeton Flight Service Station briefers for preflight weather briefings, notams, airmets, sigmets, pireps, TFR's, and filing flight plans. The people on the other end of the telephone have always been professional, friendly, and knowledgeable. I was very proficient with a computer based program named KAVORUS, until it was eliminated from service for home users in Minnesota. So much for computer based services. I now utilize Princeton in conjunction with our local airport flight planning computers for preflight planning and weather interpretation.                                                                                                                                                                                                                                                                                                                                             |
| 9:46 PM  | 10:30 PM on August 4 | 600   | As a 3 year, 600+hr. private VFR pilot, I have found the FSS services extremely valuable, and most personnel extremely helpful and polite. Please feel free to continue to be personable, helpful, and available, as you mostly have been, as we appreciate and respect most often (although in brevity, we often don't admit it enough!) You folks are an important an integral part of our past and continued flight safety. Keep up the good work! You may have saved my life, Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8:58 PM  | 10:32 PM on August 4 | 780   | I am satisfied with my interaction with FSS, but prefer to use DUATS, and look forward to adding weather data-uplink capability to my panel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:56 PM  | 10:36 PM on August 4 | 700   | There needs to be better selectivity in choosing prospective candidate-briefers. Some are clearly interested in providing top notch briefings and answering questions. I have great respect and appreciation for such quality briefings. Others seem more interested in drinking coffee and collecting their pensions. These individuals display a disdain for their 'clients' (pilots), and are just doing the minimum required of them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------|----------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10:05 PM | 10:39 PM on August 4 | 4800  | Having a standardized system and format throughout the entire country (1-800-WX BRIEF for example), all FSS stations receiving their weather from the same sources, and personalized interpretation of weather data are all very important to me. <...line break...> Privatization of FSS stations and control towers with the possibility of user fees is just a ruse to save money. Sometimes you get what you pay for. <...line break...> The FSS stations that I use (and I use them daily) are very professional, proficient, and knowledgeable. "If it ain't broke; don't fix it!"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:04 PM | 10:43 PM on August 4 | 100   | I am a low time pilot with only 100 hours experience. The briefers at McCalister FSS here in Oklahoma have been exceptionally helpful as I worked through training as a student and since I received my certificate. Each go-no-go decision I've made has been based on information from telephone briefings because of the timely information provided by the briefer. The folks at <...line break...> Flight Service are professional and friendly. I can't say enough about the level of safety they provide to pilots. I will much rather speak with <...line break...> a live briefer than an automated system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:19 PM | 10:44 PM on August 4 | 13000 | Due to legal liability issues the briefer cannot and will not provide the pre flight and/or inflight information necessary for a pilot to make informed decisions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10:40 PM | 10:57 PM on August 4 | 21580 | The Jonesboro FSS is exceptional. They do good work. Pleasure to work with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:39 PM | 10:58 PM on August 4 | 1300  | I greatly appreciate the expert services provided by the flight service specialists. I have seldom been disappointed or misinformed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:30 PM | 10:58 PM on August 4 | 2300  | When I flew in LAX, if there was a cloud in the sky, the specialist would advise, VFR flight not recommended. When I moved to Seattle "most" of the briefers understood the necessity of flying in and around icing and would spend as much time as necessary considering various routes and strategies to, say, fly south to California. They know the area and the types of weather that are flyable. It makes all the difference in the world to have a knowledgeable briefer who adds interpretation -- not just read the METARS. I can do that, thank you, with DUATS. I still often call FSS to get the specialist's interpretation. However, to do his/her job, the specialist needs to have as good equipment to use as I have on my desk at home. Graphics, color, radar, icing forecasts, etc.                                                                                                                                                                                                                                                                                                                                                  |
| 10:37 PM | 11:01 PM on August 4 | 700   | Extremely important for all pilots <...line break...> especially inflight or rerouting thru <...line break...> unexpected weather <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:35 PM | 11:06 PM on August 4 | 398   | They do a great job - keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:51 PM | 11:08 PM on August 4 | 650   | I fly an experimental A/C (a RV) and briefers are seldom familiar with the performance abilities of the plane. The briefing for a 200 hp. plane capable of climbing @ 2000 fpm and cruising @ 160 knots should be different from a C-150 briefing... and often I feel that the briefing I get is tailored to an underpowered, low performance plane. Thanks!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:57 PM | 11:18 PM on August 4 | 5000  | My experiences with FSS have been good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:49 PM | 11:20 PM on August 4 | 600   | I am very happy with the Lansing FSS. They have been not only helpful during telephone briefings, but also very educational. Even going so far as to give very informative tours of the facility. However, recently, when I call, I've noticed that I am on hold for an absurd amount of time. After I press # 1 to speak with a preflight briefer, it has been averaging approx. 8-10 minutes before I get the briefer. That is a crazy waste of my time. If the call wait times continue to take that long, I will be forced to gather weather info elsewhere.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:18 PM | 11:29 PM on August 4 | 175   | I feel the FSS system is well matched to aviation needs and should not be changed at all.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:13 PM | 11:37 PM on August 4 | 460   | I'm going to say it: The universal aviation language is English -- I have no respect for describing my weather in new, French terms -- they just make things take longer ( to interpret ). I am sometimes frustrated to be put on hold for over 10 minutes, and find that sometimes the FSS specialists go over material once more after I have indicated what I have heard in the reports. It seems that a lot of time could be saved, and the waits could be shorter if these specialists realized how long I have waited to get through to them. I have always felt that, in these situations, that it would be nice to listen once again to the local wx reports rather than the radio station music while I waited... This is a good year, however, in that my home FSS, SEA has not needed help from MMV 100 miles to the south -- I am always concerned that that local specialization could be lost when in the busy times I was handed over to that facility. I did, however, challenge that knowledge and was rewarded with thoughtful, local answers -- cudos MMV as well! I am very happy with the service, and this year has been one of the |
|          |                      |       | best -- great job, and I hope that Jane will ward off the privatization issue the way she said she will.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:26 PM | 11:51 PM on August 4 | 200   | I like the professional courteous service that I get from FSS. They will answer all my questions, and will fill me in on important stuff that I might not think of that has changed some of my planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:27 PM | 0:00 AM on August 5  | 900   | I consider FSS to be a required element in safe flying. I make use of phone, internet, and radio in obtaining FSS information and service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:41 PM | 0:01 AM on August 5  | 400   | flying an Ercoupe the specialist "knows" my level and always helps a lot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:59 PM | 0:40 AM on August 5  | 13000 | The FSS is the single most important flight <...line break...> safety tool pilots of all but the most sophisticated aircraft (and those too, to some degree) have to rely on in the day to day working <...line break...> airplane.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:35 AM | 0:50 AM on August 5  | 1900  | Hawthorne FSS has been excellent for my preflight weather and safety info for the past 25 years. David Melechin and Stu Mc Cofsky are super helpful and have taught me a lot. great attitude too.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:54 AM | 1:15 AM on August 5  | 750   | I have nothing but praise for the FSS's I have visited. I'm especially proud of the FSS group located at LOU (Bowman Field - Louisville)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| Started  | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:04 AM  | 1:16 AM on August 5 | 3100  | I HAVE FREQUENTLY FOUND FLIGHT SERVICE TO BE PESSIMISTIC WHEN ASKED FOR WEATHER INFORMATION. THEY TEND TO ACT AS THOUGH THEY ARE MORE CONCERNED ABOUT PROTECTING THEMSELVES RATHER THAT PROVIDING ACCURATE WEATHER INFORMATION.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:58 AM | 1:31 AM on August 5 | 25350 | Specialist has been watching weather for a longer period of time, therefore should be able to recommend routing and arrival routes to destination, and altitudes for wind.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:17 AM  | 1:48 AM on August 5 | 8600  | The response times I have experienced lately have been very good. <...line break...> I am also continually amazed by how accurate WX forecasting is.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:20 AM  | 1:48 AM on August 5 | 150   | I'd use Duats exclusively, if I knew I could get the same quality of information I 'am getting from my local FSS people. I would probably still really here it from a person.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:23 AM  | 1:49 AM on August 5 | 5000  | Flight plans "drop out" of the system about 10 per cent of the time, even on multi leg flights filed at the same time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:13 AM  | 2:47 AM on August 5 | 5000  | I like to confirm all other sources of Wx with a call to JBR FSS. They are always very professional and informative, going the extra distance to make sure I have all the data necessary to safely complete my flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:43 AM  | 3:23 AM on August 5 | 20000 | Just completed a lengthy cross country tour of the Western States and the FSS specialists knowledge about the wildfires was unsurpassed by anyone. Also the resulting TFR's were impossible to map out without FSS input. One cannot get to a computer terminal at many airports so that without the FSS briefers we'd be stumbling in the "blind" <...line break...> Also, I never had to wait very long for a briefer...a big plus! <...line break...> It's too bad our FSS cannot interact with ATC more. Opening and closing VFR flight plans is cumbersome. Let's look and use parts of the Canadian System where Towers can open and close plans or where the FSS briefers are at the airport and can give advisories on the spot. On the other hand in Canada IFR plans can be filed with ATC only, also awkward. <...line break...>                                                                                                                                                                                                                                                                                                         |
| 1:50 AM  | 4:13 AM on August 5 | 22600 | Get experienced briefers who will read an hourly weather sequence in it's entirety including the temp/dew point and altimeter without being asked twice and who ask why you want the altimeter. Yes that has happened twice, once by each gender. Also when recording a tweek, not to speak rapidly like they are in a race, not to clip their words and for women who speak softly to project the entire word and not to let the end drift softly away. Long distance reception, atmosperic noise and static can play havoc with anything but clear strong speech and some accents. Remarks such as "fog forming in the mountains SE" can turn an otherwise perfect observation into a no go situation when that SE direction is the mountain pass which you will have to fly through 2 hours after departure. If you can't build AWOS/ASOS that can look sideways then by all means mount weather cams with them that are aimed in the critical directions. Many times I have driven to our local airport and phoned in a pprep to the AFSS which was dramatically different from the machine's observation.                                      |
|          |                     |       | For 2 days our AWOS/ASOS was reporting "No clouds below 12,000" an all the while just 5 miles away I had clouds to ground. I hope that if any of you who read this have any flying experience, you can mentally put yorself in the left seat of an aircraft and try to imagine these conditions when the AWOS/ASOS machines are lying to you. Without weather cams or a human observer, I always check the nearest stations to either side and beyond my destination to try and get an accurate picture of conditions. I started flying up here in 48 and we had more reliable reporting then than we do now.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5:30 AM  | 5:50 AM on August 5 | 2100  | I am not flying much due to medical problems but have always found fss briefers to be very helpful                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:19 AM  | 6:39 AM on August 5 | 347   | The FSS in my area does a great job, some briefers do better than others, some seem more friendly over the phone but all in all they do a very good job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:12 AM  | 7:33 AM on August 5 | 650   | I LIKED THE OLD FORMAT WHICH GIVES RECORDED WEATHER FOR DIFFERENT AREAS AROUND THE REGION <...line break...> GIVES A BETTER PICTURE IF NO ACCESS TO INTERNET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:22 AM  | 8:44 AM on August 5 | 1200  | I find a great difference in ability/quality from each briefer/briefing. It is VERY operator dependant. <...line break...> <...line break...> I have never been asked my level of experience by a briefer. <...line break...> <...line break...> There are some GREAT folks out there and there are some I can do without. Some less experienced pilots call it 1-800-Don't FLY. (instead of 1-800 WXBRIEF) <...line break...> <...line break...> I feel general aviation pilot pay MORE taxes per mile flown than any other pilot and get the worst service, Not just FSS but from areas like Charlotte class B and Potomac App/Dep. Many time I have felt treated like a second class pilot, when in fact I am not. <...line break...> <...line break...> I am glad you are asking for areas to improve, I have areas that need improvement too! In general, I find it satisfactory, but at times I feel I have to PULL the information out of the briefer. The wait times to talk with the specialist is getting longer and longer in the last year or so. <...line break...> <...line break...> Thanks for the opportunity to give an opinion!! |
| 8:07 AM  | 8:51 AM on August 5 | 176   | I would like to state that the professionalism of FSS is excellent as stated in my survey. They make a difference in safety of flight with every flight. When I need them, I know I can count on them being there. I would like to say though is I wish there was a technology that would enable both the briefer and pilot to look at the same information that he is delivering via the internet. I have asked several briefers if FSS was working on such a product. Even if it meant the that briefer allowed you to see the information that is being discussed to ensure the pilot does not get ahead of the briefer and is paying attention. If you would like a more detailed description of what writing about call me(Doug) at 269-673-3543 and I would love to expand on this idea. I bet lots of pilots would use it this way.                                                                                                                                                                                                                                                                                                          |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------|----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:42 AM  | 8:56 AM on August 5  | 3500  | I think consolidation of FSS into large AFSS was not a great idea. They should have been consolidated into current Air Traffic Control Towers, Centers Weather Units, and TRACONS. This would allow greater in-flight access, more information to controllers, and cost savings in levels of management. The local area aspect of an FSS briefer would return. They could be used in various flight data situations in control towers, radar rooms, and centers. This would provide for increased staffing in these facilities and better services to local and transient pilots. This could have easily been done. It still can be done. <...line break...> <...line break...>                                                                                                                                                |
| 8:43 AM  | 9:01 AM on August 5  | 3000  | I find FSS to be the most valued asset when I fly. The service is friendly, complete, no BS system. I rely on the information I receive 100% of the time. I find NOTAMs and TFRs to be especially important information to have on hand, Those who do not use the system are doomed to encounter problems down the line. Keep up the good work. Bill High                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:54 AM  | 9:08 AM on August 5  | 180   | I personally know of a "contract tower" in which the staffing was reduced when the facility was contracted and they were required to stay open the same number of hours. I know there is room for improvement but I STRONGLY disagree with the concept of "contracting out" Flight Service. I believe it would be money well spent to leave well enough alone. Sometimes CHANGE IS NOT GOOD!                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:16 AM  | 9:31 AM on August 5  | 1500  | I primarily use the Deridder FSS and have always found them extremely knowledgeable and friendly with a genuine interest in my safety and well being.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:24 AM  | 9:35 AM on August 5  | 150   | Local FSS is a critical part of the overall aviation safety system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:33 AM  | 9:52 AM on August 5  | 260   | As a fairly new pilot, I have always had good experiences with FSS's in the areas I have flown in. Letting them know I was a student, I believe I received a more thorough briefing with better detail and explanations. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:32 AM  | 9:55 AM on August 5  | 1100  | A FSS or any operation that informs pilots of weather is only as good as the data coming in to the operation. My experiences with different AFSS around the country have show me how local knowledge is a valuable asset to every region. I enjoy talking to my AFSS. They know me and they know exactly where to start looking for my weather. I usually check on local weather in my area and they have become more flexible with my use as to what I am looking for. I do not want to lose my AFSS. I like their service and I want to keep their knowledge for my students to use. I can be reached at ce8060s@hotmail.com. I would welcome any questions. <...line break...> <...line break...>                                                                                                                           |
| 9:35 AM  | 10:00 AM on August 5 | 825   | I think the service provided by FSS is great. The main improvement I would like to see is for me to spend less time on hold waiting to talk to a briefer. The only real disappointment I had in the last year was a Briefer in Miami not able to interpret T-storm movement between Key West and my home in Punta Gorda Florida. The radar in the pilot's lounge in Key West saved that day.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:51 AM  | 10:13 AM on August 5 | 920   | I recently flew to Alaska from South Carolina and returned. I found FSS to be extremely helpful and consistent in the quality and value of information. Specialists throughout the country were consistently competent and courteous. I do wish there had been better continuity of information between the US and Canada but it turned out to be relatively simple to move between the two systems.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:54 AM  | 10:22 AM on August 5 | 1700  | I believe the current system and process works well. There is no process as effective as face to face looking at radar and maps and interacting with the FSS specialist. However, that alternative is not always practical. I believe a closed circuit TV or web-cam option would be very effective.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:07 AM | 10:38 AM on August 5 | 360   | I rely on the FSS specialist to assess the flight environment and use this to confirm my own opinion. When there is any question as to who is correct I have always gone with the specialist. Experience has been they are correct.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:27 AM | 10:50 AM on August 5 | 2300  | I have been very pleased with the service as the FSS I have been in contact with. Louisville is my local area and I enjoy the personal interaction from walk in briefings. I talk to Jonesboro when in-route west. A line of weather in May prompted me to land and get a face-to-face brief in-order to continue my trip. The briefer was as courteous in person as on the radio. Fort Worth has always been on the telephone. They are very professional and offer tips on how best to get into and out of the DFW area.                                                                                                                                                                                                                                                                                                     |
| 10:44 AM | 10:51 AM on August 5 | 400   | For the most part the briefers, especially Princeton, are awesome. I use them every flight - especially important to talk to a person after 9/11. I will only file with FSS, not DUATS. Keep FSS a govt. function!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:43 AM | 11:00 AM on August 5 | 2400  | For the most part, FSS does an outstanding job with the available resources. There are still major problems with accessibility whenever the weather is bad. We were supposed to have re-routing to non busy FSS at such times but I don't think it is being done.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:44 AM | 11:06 AM on August 5 | 6300  | On many occasions when there is weather (T-storms and other forms of precip), I have noticed a sense of exaggeration from briefers. I know this kind of wx is sometimes dangerous, however I feel as if they are talking to a student or private pilot and not an experienced jet pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:44 AM | 11:11 AM on August 5 | 216   | I am very pleased with the level of service provided by <...line break...> Green Bay FSS and Kankakee FSS. <...line break...> I always call to get an abbreviated WX brief before a flight because I use NWS WX service on the internet (from my home) and Meteorologics WX (from my FBO) to get WX information before I file. An abbreviated WX brief by an FSS specialist is used to clarify any questions I might have, to update and confirm the WX information, and to receive up-to-the-minute TFRs. <...line break...> If I do not have access to computer or Meteorologics services, then I always request a standard brief from the FSS specialist. <...line break...> I consider the one-on-one service by FSS specialist essential, and I do not fly without getting their confirmation, and updates on Notams/TFR. |
| 11:01 AM | 11:11 AM on August 5 | 300   | Princeton flight service is very good, in my opinion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------|----------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10:42 AM | 11:11 AM on August 5 | 500   | Very informative and helpful. Understand the area and needs of cross country pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:56 AM | 11:15 AM on August 5 | 1850  | I'm a VFR only pilot with a great deal of cross country experience and a very capable airplane (Mooney 231) I have been very frustrated when contacting FSS when there is adverse weather on my planned route (often 300-500 miles or more) and I'm told VFR not recommended and the briefer is very uncooperative in providing me with good detailed information. When weather is a big consideration is when I most want FSS help. For this reason I've just about given up on using personal FSS services except for Flight Watch.                                                         |
| 10:56 AM | 11:24 AM on August 5 | 101   | I feel that weather is the biggest hazard to my flying safety and FSS is an very valuable tool for the safe operation of my aircraft, and after 9/11 I fell they are the only reliable place for me to get information on temporary flight restrictions and the latest security notam information. I am afraid I will miss data getting a briefing from duats now. They seem to be shorthanded on weather days and I sometimes have to wait too long on the phone and on the radios for service.                                                                                              |
| 11:12 AM | 11:30 AM on August 5 | 850   | I feel that being able to talk to a person is invaluable at times. I use the internet for "local" or "familiar" flights, but prefer to talk to a briefer when in unfamiliar territory. <...line break...> <...line break...> Biggest problem with FSS information is the inability to convey a graphical picture via voice or text. Many times I have been told "area of weather from 10 NM east of fix1 to 30 west of fix2 to 40 south of fix3 to 80 east of fix4" and really not understood the "picture" because I dont quickly have a idea of where all the fixes are. <...line break...> |
| 11:16 AM | 11:35 AM on August 5 | 1270  | I can understand the neccessity of the phrase "VFR not reccomended" but to often that can be the end of a briefing especially in the California FSS's.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:03 AM | 11:38 AM on August 5 | 960   | The Hawthorne Flight Service Station has consistently provided their services in a highly professional manner as needed, when needed and where needed. The people on the other end of the line are always friendly and helpful. They never fail to ask whether I need any further information as the conversation comes to a close.                                                                                                                                                                                                                                                           |
| 11:40 AM | 11:56 AM on August 5 | 3000  | After 40 years of using the FSS, I know how useful the system is and how bad it would be for newer pilots to not have this great service.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:33 AM | 12:10 PM on August 5 | 218   | Personnel are generally knowledgeable and very patient and willing to help. Please, please, please do not privatize these services. This is one part of the government that is working so well!                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:50 AM | 12:17 PM on August 5 | 300   | Generally, I find the service to be quite good. With only a couple of rare exceptions, briefers have been courteous and understanding of my apparent level of experience.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:58 AM | 12:18 PM on August 5 | 720   | Flight Service Stations are a life saver. With little exception, the information I receive is accurate and delivered in a very professional manner. I would not be as confident flying my family all over the country without their support.                                                                                                                                                                                                                                                                                                                                                  |
| 12:07 PM | 12:20 PM on August 5 | 650   | I call before every flight here in the north east. Last minute TFRs that crop up are always a concern.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:12 PM | 12:31 PM on August 5 | 410   | Retrurning to aviation after a dry spell, new feeling of importance of instruction in staying out of traps (national security and otherwise), FSS will be important tool for brush up in utilizing their capabilities.                                                                                                                                                                                                                                                                                                                                                                        |
| 12:17 PM | 12:36 PM on August 5 | 230   | The people at FSS are doing a good job with the tools and resources available. They provide an invaluable resource when the weather mid-flight isn't what was expected. Their equipment and data are far, far out of date. The equipment and systems need more improvement than the people.                                                                                                                                                                                                                                                                                                   |
| 12:39 PM | 12:49 PM on August 5 | 2000  | They do an overall excellent job !!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:29 PM | 1:09 PM on August 5  | 550   | I'd be lost without the services provided by the FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:50 PM | 1:12 PM on August 5  | 1600  | I appreciate their service and depend on what they are saying as the accurate weather and forecast weather. I know that weather is very changeable but I also expect FSS to anticipate the changes and advise me. Do not enjoy surprises.                                                                                                                                                                                                                                                                                                                                                     |
| 12:36 PM | 1:15 PM on August 5  | 900   | Very high quality services. Buy the briefers newer computers, put more information at their fingertips. The software should make it easy for the briefers to find all information. Sometimes they have trouble finding the lifted-k index.                                                                                                                                                                                                                                                                                                                                                    |
| 12:59 PM | 1:20 PM on August 5  | 2150  | We just completed a round trip, Phoenix to Oshkosh, and received excellent service at each of our 9 stops. I always contact flight service for cross country flights, but never on local flights unless I suspect TFR's or other special circumstances.                                                                                                                                                                                                                                                                                                                                       |
| 1:03 PM  | 1:40 PM on August 5  | 150   | I'm still a new pilot, but I have found the FSS to be a great help in all my flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:34 PM  | 1:53 PM on August 5  | 950   | I have found on some occasions that the FSS Briefer Takes a more pessimistic interperatation of the Weather Information than I would when looking at the same data.                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------|---------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:42 PM | 2:14 PM on August 5 | 320   | In general I find the FSS support here in Southern California to be excellent. Given the economy, etc., I expect that service will have to adjust. However, although I am happy to obtain information through automated services, etc., there are two areas that I think are extremely important: <...line break...> <...line break...> 1. Assistance in interpreting TFRs and Notams. Between the poor wording and 11th hour releases, staying in compliance with the law is very difficult. <...line break...> <...line break...> Perhaps I am just slow, but on several occasions I would not have been able to interpret and comply with TFRs without assistance from FSS. <...line break...> <...line break...> 2. Assistance in interpreting weather data. <...line break...> <...line break...> Generally, given SoCal's benign climate, a DUATs briefing, followed by a check with Hawthorne for adverse conditions, TFRs, NOTAMs, MOA activity, etc. is fine. <...line break...> <...line break...> But, when travelling outside the immediate region, it has been extremely helpful to get FSS assistance in interpreting raw weather data from sources like DUATs. On at least one occasion, a briefer's know |
|         |                     |       | the proceeding days has saved me from a very bumpy ride. Given the significant number of weather related general aviation accidents, I would hate to see this service become unavailable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2:04 PM | 2:15 PM on August 5 | 350   | I use DUATS mostly, but when the weather is marginal, a good opinion from the briefer is useful. I don't generally get much out of a briefer just reading the information. If I have to call, it is because I want an experts opinion, or for TFR information. But I think they perform a very valuable service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:10 PM | 2:21 PM on August 5 | 360   | The folks in these facilities are great!! Regardless of internet capabilities, the ability to speak with a concerned individual is paramount. We should never privatize this most important function.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2:15 PM | 2:22 PM on August 5 | 280   | Most FSS personnel are well train                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2:05 PM | 2:24 PM on August 5 | 400   | On the whole, I am very pleased with the services supplied by my local flight service stations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2:35 PM | 3:02 PM on August 5 | 160   | I find FSS to be an extremely valuable resource in flying safely. They fill in the gaps in my own interpretation of weather and provide much needed information on flight restrictions or hazards. <...line break...> <...line break...> ASOS and AWOS are incredibly useful tools while in flight. They allow a pilot to get a great mental picture of the weather environment. I wish there were more ASOS/AWOS stations providing more information. <...line break...> <...line break...> I would like to see more content provided for PDAs. Both in text and graphic format. <...line break...> <...line break...> The text provided data would be much more useful if provided in plain English. I think the need to condense data to conserve bandwidth has passed with the currently available data delivery methods (high speed internet, etc)                                                                                                                                                                                                                                                                                                                                                                  |
| 2:41 PM | 3:03 PM on August 5 | 2200  | I rely heavily on FSS as I travel across country. I verify all computer graphics and AOPA weather information by telephone. I would use walk-in more often if it were available across country.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2:38 PM | 3:08 PM on August 5 | 300   | I highly value the service provided by FSS facilities. Every briefing has been professional and personal. I always feel that I have the best information when I go into the air. The knowledge and experience of the person giving the brief seems to be of the highest caliber.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:57 PM | 3:16 PM on August 5 | 1700  | Like the service. Good quality from one station to the next.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:25 PM | 3:42 PM on August 5 | 2500  | FSS provides excellent services. Don't mess it up!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:18 PM | 3:59 PM on August 5 | 96    | I rely on FSS stations in all my cross country flights for weather, NOTAMs and PIREPs and in all my local flights for NOTAMs. The briefers are very knowledgeable in local weather and are extremely friendly and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:42 PM | 4:03 PM on August 5 | 6500  | Frequent loss of flight plans... especially those filed early in the AM ( 4-6)... for a turbine pilot this can be disasterous                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 4:04 PM | 4:17 PM on August 5 | 700   | Current services and personnel meet expectations with the glaring exception of automation support to the employees. OASIS, long delayed and overdue, will provide some system improvement, but by and large the specialists who brief me are working with far less information and technology than I have available to me in my home. This appears to be a management failure, in my view.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4:20 PM | 5:05 PM on August 5 | 1100  | My contact is by phone and radio. Personnel have always been professional, helpful, courteous, willing to go the extra mile... <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:27 PM | 5:47 PM on August 5 | 600   | DUATS would be my day-to-day FSS product if it did not consistently "LOSE" filed IFR flight plans. This is a critical failure of the system. I regularly utilize DUATS for wx briefings and graphical weather data. For this it is invaluable. But after I logoff DUATS, I have to call up a breifer to place the flight plan if I want to know it's waiting for me in the tower when I start engines.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5:33 PM | 5:51 PM on August 5 | 227   | Computer access and weather graphics are much more useful when available. It is very difficult to get a mental picture of weather when described over the phone, even though I think briefers do a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5:27 PM | 5:55 PM on August 5 | 950   | These men and women are my partners. My go/no go decisions are directly affected by their advise and suggestions, as well as inflight weather decisions. I trust them to be professional in their research and interpretations of weather and other data and they have never disappointed me. On occasion I may find a person who is short with me or does not want to give me a full briefing when I request it, but I believe anyone can have a bad day or be having a bad moment. I try not to be pushy, but if I need the info and do not believe I have all I need, I will call back after waiting a short period of time and have had no problems obtaining info I needed. They are great to deal with and we GA pilots are fortunate to have them as partners.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 5:45 PM  | 6:06 PM on August 5  | 2500  | Doing a great job, keep it up!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:58 PM  | 6:13 PM on August 5  | 2800  | I heavily rely on FSS for preflight planning and weather briefing, and enroute weather information. I would hope that they continue to serve the aviation community in the excellent way they have in my 28 years of flying. I do use the telephone tape recordings extensively for my local flying, but always call a briefer for notams & TSRs.                                                                                                                                                                                                                                                                                                                                    |
| 6:04 PM  | 6:23 PM on August 5  | 1100  | I have always received excellent service and advice from FSS. Please, keep up the very good work. Thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6:33 PM  | 6:55 PM on August 5  | 107   | As a new pilot, the FSS Specialists are vital to making sense of the weather info. If FSS were fee-for-service I would be much more likely to "wing it" with the DUATS info, rather than using the DUATS as a supplement/training tool for my Standard Briefing.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:15 PM  | 7:29 PM on August 5  | 88    | Cannot envision safe general aviation without them. Keep up the great work -- keep it non-commercial.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:13 PM  | 7:35 PM on August 5  | 202   | Lansing FSS staff are consistently friendly, timely, knowledgeable and patient. Their responses to questions include appropriate education when needed or indicated by my questions and are not condescending. They are consummate professionals. I miss the opportunity of visiting and getting face-to-face briefings.                                                                                                                                                                                                                                                                                                                                                             |
| 7:43 PM  | 8:01 PM on August 5  | 1500  | I do a lot of x-c flying...FSS & EFAS people have been extremely helpful. The human element is definitely NECESSARY! I applaud & commend the FAA/FSS for their efforts. THANK YOU FOR ALL YOU DO!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7:53 PM  | 8:06 PM on August 5  | 105   | HUF one of the best...always good service...keep it that way...what ever you do dont go automating information...its bad enough we have asos/awos automating weather...(thank goodness for contract weather observers who try their best to keep it accurate as possible). keep up the good work...                                                                                                                                                                                                                                                                                                                                                                                  |
| 7:49 PM  | 8:11 PM on August 5  | 1975  | In general, Flight Service provides everything I ask for in a very professional manner. Recently, however, there have been more than 2 or 3 instances where the Riverside FSS person I spoke to was rude, demeaning, and very discourteous. No effort was made to determine the skill level of the pilot (I've been flying since 1975 and have nearly 2000 hours - Commercial, Instrument & Multiengine) and I was made to feel like an idiot for asking if there were any TFRs. I believe this is isolated to just 1 or 2 individuals, but at a time when it's important to emphasize the value of the FSS, a bad attitude on the part of the briefer is not going to help anybody. |
| 7:56 PM  | 8:19 PM on August 5  | 4000  | The worst thing that has happened to FSS is the automating of many flight service stations. I frequently fly into LVS and although ABQ does their best the weather changes rapidly from one side of the mountain to the other. Nothing replaces a human obtaining real time data. This holds true in all areas where a FSS must cover a large geographic area with widely differing terrain. <...line break...> <...line break...> I have tried to answer from the standpoint of a 20+ year pilot and the students that I instruct.                                                                                                                                                  |
| 8:47 PM  | 9:10 PM on August 5  | 1928  | AS I have mentioned both in PRe flight planning and in En route, weather data discussed with a briefer has saved my life many times. I think of the briefer's session as being extremely important. In 18 years of flying the FSS briefers have always showed me what an important and integral part they have been to the Aviation family's safety ans well being.                                                                                                                                                                                                                                                                                                                  |
| 8:35 PM  | 9:16 PM on August 5  | 100   | I have been on hold for as long as < 20 mins with no response. I feel that the Washington ADIZ has overloaded the system to the point of uselessness. <...line break...> The worst times to get through to a briefer are weekends and clear days. This situation greatly affects the ability to verify information from automated sources, taking advantage of a briefers knowledge. As well as filing a VFR flight plan. <...line break...> I feel that recently many pilots are not taking full advantage of direct contact with FSS and flight plan filing                                                                                                                        |
| 9:02 PM  | 9:27 PM on August 5  | 1400  | FSS provide valuable services that increase flight safety. With the consolidation, we have lost a lot of the local access and local knowledge that we once had.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:07 PM  | 9:37 PM on August 5  | 22000 | let's keep and expand the FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:30 PM  | 9:53 PM on August 5  | 400   | FSS specialists never have to ask my level of flight experience because I always provide it along with my introductory request for information. <...line break...> Overall, FSS provides value-added service to me as a pilot, and fulfills a unique roll in the delivery of information pertinent to flight safety.                                                                                                                                                                                                                                                                                                                                                                 |
| 9:36 PM  | 9:54 PM on August 5  | 7000  | I love those FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:32 PM  | 10:21 PM on August 5 | 102   | Sometimes data detail is inconsistent, but has always been adequate and accurate. Although humans err, the ability to speak to someone and knowing you are on record is a comfort and confidence builder. These people provide good service and I consider essential component to a safe flight and I appreciate very much what they do and the services provided.                                                                                                                                                                                                                                                                                                                   |
| 9:49 PM  | 10:22 PM on August 5 | 105   | I have always been able to rely on the Seattle FSS for all of my pre-flight and in flight needs. The information they provide is essential to the safety of my flight operations, be it a local hop or a cross-country. I todays world of cold, computerized automated services (such as my bank), it is always comforting to be able to talk to a real, live human being on the other end of the phone line or radio. The information they provide is relevant, timely and given to me in a format I can actually use and understand.                                                                                                                                               |
| 10:13 PM | 10:30 PM on August 5 | 19950 | Response time seems to be getting longer <...line break...> maybe by lack of people. It gets old holding <...line break...> on the phone listening to delay message just <...line break...> like all other household services. I would like <...line break...> to see quicker response. Otherwise, GREAT JOB!                                                                                                                                                                                                                                                                                                                                                                        |
| 10:20 PM | 10:45 PM on August 5 | 7800  | I alway get a hard copy of a Duats standard brief, wx graphics and flight plan to take inflight. Then I call the FSS for verification and the most recent updates especially FSS weather radar updates or rapidly changing weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| 10:26 PM | 10:45 PM on August 5 | 102   | I count solely on FSS specialists for NOTAM and TFR information. I have confidence, which I hope <...line break...> is well placed, that they will give me all NOTAM information necessary for my flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:02 PM | 11:02 PM on August 5 | 156   | Most of my trips are within 100 miles of my home airport with the occasional forey farther. I find that the service I recieve in the southwest from FSS's is an invaluable aide. With mountainous terrain affecting many wx patterns coupled to few and far between WX reporting stations these "local folks" have provided the information that has aided and filled in the holes offering their insight when asked. I find Internet based information is a good start and prefer a briefer to help fill in the gaps. I feel that FSS aspects of ATC should remain as a government entity. The FSS's should be allowed to improve their functions and become the OFFICIAL site to obtain your standard briefing. After 9/11, TFR's, ADIZ's and their changing requirements need to have a single GOVERNMENT voice. I mean after all if the government is going to restrict aviators then it should fall on the government to offically disseminate that information through government employees during the preflight/inflight breifings. |
| 10:58 PM | 11:12 PM on August 5 | 2200  | I would not fly a cross country flight without the help of flight service! <...line break...> These folks help my confidence in flight planing by 100%> <...line break...> Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:51 PM | 0:07 AM on August 6  | 150   | Overall, I have had good relations with my FSS. Sometimes I have had to wait a long time to get in touch with a person via the telephone. And other times the briefer sounds like he/she is in a hurry and I am a bother. But most of the time, my experience has been good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:44 PM | 0:12 AM on August 6  | 141   | Talking with these people has always been a great pleasure. They give me information based on my self-revealed experience level, and tailor it to the local area, understanding the performance of my aircraft. I feel that we pilots are all being looked out for by people who know what's going on. The way our radio communication facilities are set up, from FSS to ATC to RCOs to Unicom... this system works and it works very well. Leave it alone, or help it grow and thrive within the same structure as it has now. It works. If it's not broken, please, please do not try to fix it.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:12 AM | 0:41 AM on August 6  | 23800 | My only negative comment: Some FSS specialists are very curt and unfriendly, alomost like I am bothering them with my call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:04 AM | 0:51 AM on August 6  | 605   | A local interpitation is most useful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:21 AM | 0:53 AM on August 6  | 1325  | In my 13 years of flying, 99% of my contacts with FSS have been very satisfactory... thanks!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:45 AM | 0:57 AM on August 6  | 300   | I have visited 2 FSS in person (ABQ and McAlester). I had great experiences in both. The briefers took time to show me around and demonstrate how the info is gathered for briefings. I truly appreciate the services of the FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:13 AM  | 1:32 AM on August 6  | 7600  | Invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:21 AM  | 1:43 AM on August 6  | 1800  | With rare exception, FSS briefers have been cordial and professional. I am usually annaounce upon answer that I am going to file an instrument flight plan and I'm flying a Baorn and that gets me a skills based/equipment based briefing. <...line break...> <...line break...> Briefers could be more familiar with departure procedures to be expected for local, high volume, airports. This helps to file for the correct clearance and prepares one for what departure to expect and therefore makes copying the Instrument Clearance easier at unfamiliar airports. <...line break...> <...line break...> I would rank FSS services to be a 9 of 10 rating. A rare experince for government agencies.                                                                                                                                                                                                                                                                                                                              |
| 7:46 AM  | 8:05 AM on August 6  | 895   | Having used the system for almost 20 years, I <...line break...> feel it is a wonderful asset to my flying. <...line break...> Since I grew up using the system from day one <...line break...> of flying, it is the best way still for me to <...line break...> obtain preflight information. It is much more <...line break...> "comforting" to me to have someone to discuss <...line break...> and ask questions about the weather, notams, <...line break...> TFR's, etc. I can read and look at a radar screen <...line break...> along with the person to whom I am speaking and <...line break...> between the two of us, it is much more comfortable knowing what someone else thinks <...line break...> about "my" plan. <...line break...>                                                                                                                                                                                                                                                                                      |
| 7:55 AM  | 8:09 AM on August 6  | 250   | I have found the briefers at the San Angelo Flight Service Center to be very professional. I always enjoy talking with them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:02 AM  | 8:43 AM on August 6  | 2500  | 1) Briefers frequently leave out things I think are pertinent data. Their opinion of what is important is, apparently, different from mine. Therefore, before a flight, I get a always a std briefing via DUATS, and usually call FSS only for current radar. <...line break...> 2)My VFR flight plans, filed over the phone with FSS often don't get handled properly. This seems to happen most when the FSS I get on the phone is not responsible for the departure airport. This should be transparent to me as a pilot. Therefore, I ALWAYS file my flight plans (VFR or IFR) with DUATS if there is enough time before departure.                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:09 AM  | 8:54 AM on August 6  | 13500 | FSS is an important service that I rely on, both <...line break...> on the job as an international air cargo pilot, and when flying a light airplane for pleasure. I <...line break...> am concerned about FSS going private. User fees <...line break...> are most likely and the FAA has been providing FSS services to aviators for years, providing safety of flight information. FSS need a little modernization, but are best equipped to do the job <...line break...> for the tasks they are charged with. I urge the <...line break...> FAA to keep FSS under the government as well as all of the ATC system. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                 |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 9:32 AM  | 10:05 AM on August 6 | 8212  | This is an extremely valuable service which should continue to be provided, especially to the inexperienced flyer. The personal experience of the briefer provides an extra viewpoint which enhances the level of safety during flights that enter areas of inclement weather. Even at my experience level, I value their interpretation of the data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:50 AM  | 10:10 AM on August 6 | 9800  | FSS does a great job. Weather forecasting will always be difficult, but the briefers are able to give me a good idea of the current systems and what I can expect. Automation is not acceptable because of it's inability to interpret. AWOS and ASOS systems are marginal - to useless, because they can only tell you what they see. If they are not looking in the right direction, they can give you completely inaccurate information and pilots need accurate information on which to base their decisions!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:47 AM  | 10:17 AM on August 6 | 400   | On any given day I fly I look forward to talking with a breifer weither or not I have received the data from duats already. I value there input as to what is going on that day in our area and what is expected to happen as well as the interpersonal relationship carried on at that time. I always leave the conversation with a smile on my face even if the weather will not allow me to fly. They are a VERY valuable asset.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:38 AM | 11:09 AM on August 6 | 900   | When a presidential TFR "pops up" in a local area, the Flight Service Station is swamped by folks wanting to file flight plans just so they can fly. This may take hours, especially on a VFR day in a busy locale, like the LA basin because the flight plan must be called in, the DUATS filing is not allowed. Even 10 guys at the local FSS would be overwhelmed. One guy ran out of gas waiting to get into the Washington ADIZ because the flight plan was SNAFU'd; he crashed and received injuries. <...line break...> <...line break...> Would it be possible to install a nation-wide 800 number that can be used by pilots in a Presidential TFR-affected area to call in their flight plans? If staffed by, say, 50 briefers that do nothing except get flight plans into the system (the caller can first get a wx briefing by DUATS) you might be able to accommodate more flying and not have such a severe impact on the local aviation economies. This could be staffed in a central location with a specific 800 phone number to be used for TFR-affected areas and the Washington ADIZ ONLY. This would alleviate the load on                                                                                          |
|          |                      |       | each local FSS. <...line break...> <...line break...> It's a nightmare unless something is done to alleviate it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:55 AM | 11:14 AM on August 6 | 650   | The shift to centralized FSS facilities (and loss of walk up services) was a real loss to GA. A lot of learning took place over the counter. The current system is adequate. DUATs is a bad joke. NWS and ADDS do a much better job of providing wx info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:59 AM | 11:22 AM on August 6 | 6000  | Jonesboro FSS is the best in the country!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11:02 AM | 11:23 AM on August 6 | 650   | Having government based flight service information gives me more confidence in the information being accurate and useful than a privatized FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:08 AM | 11:36 AM on August 6 | 270   | One of the most important services to me from FSS is a briefing of all up-to-the-minute NOTAMS tailored to my route of flight. Without fail briefers seem annoyed that I request this and seem to believe I should have NOTAMS them in a publication. None of the pilots I know receive such a publication. And even if we did, it could not possibly stay current with equipment failures or TFRs. <...line break...> <...line break...> Another very important service is Flight Watch. However, I find them reachable only about 10% of the time (maybe less). Even so, if I'm concerned about the weather ahead of my position, I still monitor flight watch to see what other pilots are receiving. I find some value in this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:04 AM | 11:36 AM on August 6 | 2100  | I have a very difficult time contacting flight watch on the radio. More than 50% of the time I end up calling 'radio' for in-flight weather services. More often than not, the in-flight weather information I get is overstated as excessively hazardous. For example, when my Stormscope is clear I will often get in-flight reports (from 'radio')of thunderstorms directly ahead, which are in fact not there. Though the local controllers have poor weather radar, they usually are better at noting hazardous weather than the briefer in the same area. This should not be. Also, when I call 'radio' and ask about specific weather in specific areas, I all too often get a full briefing, as though the briefer completely ignored my question. I have also noticed that the briefers tend to be much more verbose than I need them to be, especially when I am in the air and may need to make route decisions or get back to ATC on the radio. Usually when ATC clears me off frequency, they tell e to report back in "X minutes or less"; many times the briefer, by not understanding the information I am asking for, uses all of that time and still does not clearly answer what I try to phrase as a simple question. |
| 11:18 AM | 11:38 AM on August 6 | 350   | My answer to the previous question may be misleading. I always try to get familiar with the en route weather before contacting the FSS. I can then ask the briefer specific questions and get specific recommendations before I file. I have always been extremely satisfied with the FSS services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:29 AM | 11:43 AM on August 6 | 8041  | I believe it can be privatized as it would be more economical and efficient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:17 PM  | 1:35 PM on August 6  | 297   | I want to qualify my response to the question regarding whether the briefers ask about my level of experience... they don't ask probably because on my initial contact, I tell them, "I'm a private pilot, flying IFR,..." , so in my case, their service shouldn't be discounted for not asking.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:08 PM  | 2:22 PM on August 6  | 4000  | I believe the Flight Service Stations are an invaluable tool for the GA community, and I do not believe that there is any way to replace 100% of their functions with automation. You still need that "human" touch.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2:08 PM  | 2:28 PM on August 6  | 1050  | Flight Service has been very important in the past for weather services, but now I feel that there services are crucial in providing info on TFR's to prevent pilots from flying unknowingly into restricted areas that may pop up unexpectedly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 2:12 PM | 2:31 PM on August 6 | 1050  | Sometimes there are lengthy delays to reach Leesburg. I have been on hold for over 10 minutes many times. <...line break...> Flight Watch is spotty, hard to hear over other calls trying to reach them. Takes too much time to get to them and get a report. By the time they respon to you, you could be in the middle of the weather you were wanting to discuss with them!                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:06 PM | 2:34 PM on August 6 | 800   | BNA is a professional group who regularly meets a high standard of briefing. Service is generally higher than some in the midwest.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2:50 PM | 3:12 PM on August 6 | 8000  | Do NOT discontinue using personal (human) interaction via telephone services. This is a vital link in getting accurate information and being able to ask immediate and pertinent questions applicable to the flight. This personal service is invaluable especially in today's environment of constantly changing TFRs and other variable limitations that cannot be answered by automation. I would like to commend the FSS across the country for providing excellent service and helpful information in a timely and professional manner that can always be relied upon. <...line break...> PS: please remove or at least shorten the warning message at the beginning of the menu selection of FSS answering systems. Its annoying, insulting, and, frankly, skipped the majority of the time. |
| 3:04 PM | 3:24 PM on August 6 | 360   | I believe the number of FSS facilities should be increased rather than decreased. For instance, in Nevada there is only one FSS (Reno) to cover the entire state. Southern Nevada should have its own FSS. The service these facilities provide is very helpful and important, especially to the pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3:12 PM | 3:38 PM on August 6 | 950   | Although my husband prefers Duats, I prefer calling a briefer, as I may have a question. I feel more confident with a direct person to person contact.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:35 PM | 3:45 PM on August 6 | 3000  | Most briefers are fine, but a few still have the "Teterboro Attitude"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3:26 PM | 3:47 PM on August 6 | 370   | Flight Service Stations that I have had the pleasure to talk to through my training and now with my students has always been informative. The people that I usually talk with have the knowledge that is needed to help a pilot(at any experiance level) understand what is going on around our area <...line break...> Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3:44 PM | 4:07 PM on August 6 | 1800  | I feel that they are very important relative to TFR's, NOTAMS, and weather. With the attitude of our government relative to "supposed terrorist threats" and pushing the blame onto "general aviation" instead of "commercial aviation" where it belongs, we have no choice but to stay "up to date" on everything related to our flight. Homeland "Security" needs to "disappear" and become what the CIA/FBI used to be, INVISIBLE.                                                                                                                                                                                                                                                                                                                                                              |
| 4:04 PM | 4:23 PM on August 6 | 421   | With few exceptions I have found FSS briefers to be courteous, knowledgeable, and able to verbally relay a clear picture of the weather conditions facing a particular flight. The person to person contact is my primary form of verification that I have all pertinent NOTAM data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4:52 PM | 5:05 PM on August 6 | 1390  | When I started flying in 1988, it seemed that there were more FSS's to get personalized information. The automated FSS's don't even have a window for the briefer to look out of. <...line break...> As a CFI, it would be nice to be able to take students on tours inside the FSS's again - it is a great way for students to lose their fear of getting a weather briefing. <...line break...> I have never been disappointed by the services provided by the Williamsport FSS.                                                                                                                                                                                                                                                                                                                 |
| 5:07 PM | 5:37 PM on August 6 | 1200  | excellent!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:52 PM | 6:04 PM on August 6 | 275   | I am very happy with the services that I have received from FSSs. The briefers have been prompt and informative, giving me the information I need. I use FSS primarily for weather data and security information, with NOTAMs thrown in also.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:53 PM | 6:09 PM on August 6 | 1250  | They are a very valuable asset to flight safety. They are particularly important in confirming the content of DUAT Security Notams. Notams are still extremely difficult to interpret in a timely manner.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5:48 PM | 6:11 PM on August 6 | 4870  | I believe that the FSS is a vital link in aviation safety, I make use of all services for increased safety and believe that all are vital ingredients.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:50 PM | 6:21 PM on August 6 | 1000  | Overall services provided have been excellent. It's good to talk to a person instead of listening to a machine all the time. Some AFSS's should at least activate the freq your on if they talking to someone else on another freq. At least the pilot will know what's going on.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:18 PM | 6:29 PM on August 6 | 400   | In the DC area, FSS is overworked due to all VFR operations requiring flight plans. ADIZ flight plans should be repealed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6:14 PM | 6:32 PM on August 6 | 300   | As a vfr private pilot I want to know the weather situation along my route of flight and about notams, particularly tfr's and prohibited airspace. I am well satisfied with the service as long as I can the phone is answered reasonably fast.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6:13 PM | 6:36 PM on August 6 | 1050  | They are dedicated professionals. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6:04 PM | 6:44 PM on August 6 | 2550  | I am a big fan of the services offered by the people at Flight Service, and I use them at every opportunity. They rarely let me down.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:24 PM | 6:45 PM on August 6 | 660   | Face to face contact with FSS Specialist always helped in weather briefing and flight planning. I use it whenever possible when flying in Alaska since it is still available there.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6:22 PM | 6:51 PM on August 6 | 345   | Since starting to fly as a student 4 years ago, I have been thoroughly impressed with the level of knowledge, professionalism and service provided by the FSS. They are an integral part of my go/no go decision process. Keep up the excellent work!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:40 PM | 6:56 PM on August 6 | 400   | I would love to see more local FSS stations opened, so that the briefer can be more familiar with the area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 6:36 PM | 7:09 PM on August 6 | 2500  | Because a pre-flight briefing is a government requirement, the government must remain responsible and accountable for providing this service. The government cannot delegate delivery of this service to a third party vendor without being responsible for the quality of the service and for the cost of providing it. I have been flying for 40 years and I have seen great improvement in third party services and I use them. But I have also seen great improvement in FSS services and I will still use them as the final, official source.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6:57 PM | 7:16 PM on August 6 | 8500  | There are many products available on the internet to provide an overview of weather, flight planning etc. I feel that the main function of FSS is to provide me the pilot all the information I need to conduct my flight safely (TFRs, notams, weather etc.) In addition to this, they should copy my flight plans, work with FAA-ATC to ensure our flight plans are ready when we need them, and to update us in flight as our flight continues to our destination. I do not feel further automation beyond it current forms will be useful to those of us flying within 200 miles of our home base on training flights or those of us flying 1200 miles in the corporate environment.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:13 PM | 7:48 PM on August 6 | 328   | FSS facilities and personnel are absolutely essential for aviation. I can't imagine pursuing the hobby safely without them. They do an outstanding job and I have found them to be friendly, helpful, and professional 99% of the time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:48 PM | 8:09 PM on August 6 | 30000 | filing via duats has been very bad. most times center has not received my flight plan. i've done it with duats and enflight with the same results. i have had very good success by talking to a fss person every time. jwb                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8:22 PM | 8:45 PM on August 6 | 200   | I feel that the FSS is the most valuable tool that I use for pre flight briefings. We should continue to support this system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:13 PM | 8:48 PM on August 6 | 6234  | The N.W.S. provides poor aviation products, that is what you read when using DUATS. The information provided in the forecasts are at the best 30% accurate! This is where I feel a profesional Flight Service Specialist becomes a vital tool in understanding the WX that will effect my flight. Without the input of local knolage of the area and it's effect on the WX, the products provided by DUATS is useless. I do not have a dispatch to tell me when or when not to go, I have to make that desition every day. Knowing I can pick up the phone a talk to a specialist who will have an up to date picture of what the WX is, and will have alot better picture of what it will do than a NWS person who wrote a forcast 4 HRS. ago, is an invaluable tool I use every day to conduct my flights as safely as possible.                                                                                                                                                                                                                                                                                               |
| 8:45 PM | 9:12 PM on August 6 | 12500 | The primary problem with FSS is the standard list of "not recommended" babble and the efforts to talk one out of not flying instead of how to best deal with the wx as it exists. I don't need some nonpilot FSS person telling me I can't fly-I'll make that decision myself.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:08 PM | 9:26 PM on August 6 | 130   | I rely on Flight Service Station facilities to help me complete the overall weather picture I create when making a GO/NO GO decision about flying. Most, if not all, of my experiences with FSS services and personnel have been very satisfactory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:10 PM | 9:35 PM on August 6 | 256   | I think they are doing a wonderful job. Flying in todays evironment of too many NOTAMS, TFR's, etc. makes it impossible to know this stuff prior to a flight without the help of the FSS specialist. The Internet is great but by the time I get to the airport, pre-flight, fuel the plane, etc. the info. gain from the net is an hour old so I call FSS just before takeoff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:26 PM | 9:37 PM on August 6 | 140   | I have found the briefers to be outstanding in every way. They are courteous, helpful and professional - can't say enough good about them. And no, I'm not related to them! They just do a fabulous job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:02 PM | 9:37 PM on August 6 | 1940  | I don't think the FSS needs to be in the flight planning biz, there is good commercial software for that. What I value is the insight of someone who's been looking at an area's wx for 10-15 years when I call up on a "weather interesting" day for a briefing. I don't want JUST the data, I want an expert who understands the data to help me decide what the wx is ABOUT to do, not what it's doing (which is what HIWAS gives you). That takes a professional. You asked questions about whether FSS specialists meet individual experience levels when delivering a briefing. It's an interesting question; I've never had anyone ask me my experience level. Most briefers (again, the human professional component that can't be mimicked by automation) immediately understand your level of flight experience when you tell them the type of aircraft you're flying. Piper Cherokee on a VFR cross-country, or turbo-prop going from OAK to TEB, a G5 going trans-Pacific -- a good briever will understand immediately one's experience just from the knowing the type aircraft and the route. I regularly use ADDS |
|         |                     |       | and the NWS area websites in preliminary weather planning. Those give me pictures and data that it is great to have; didn't have anything like it when I started flying. Level of information available on the web is constantly growing, better and better all the time, it really helps in understanding the bits and pieces of the wx you're about to face. Still can't replace the synthesis of a good wx briever. I've been doing this for >20 years, and THE most important person in my life for the last hour before I'm wheels-up and the rest of the flight is the wx specialist on the ground.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:28 PM | 9:54 PM on August 6 | 2080  | When weather is lousy, accessing FSS and/or Duat weather services is strained. I rely mostly on Duat(s) (and accept the blame for missing something that an FSS briever might provide) accessed by direct dial-up, not internet. Graphic weather can be more efficient from other internet sites, such as ADDS and others you listed. Too often the FSS briever interprets weather to the negative, discouraging flight, or glosses over pertinent information that's useful for flight planning, such as winds aloft. <...line break...> What would be a TREMENDOUS improvement is 100% reliability of DUATS, including 100% 'up' time and universal accessibility: an Intel 286 black & white terminal at every FBO & airport. <...line break...> Where/when do we get to see the effects of this survey?                                                                                                                                                                                                                                                                                                                      |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 9:40 PM  | 9:59 PM on August 6  | 9000  | I prefer to get the data and not have them interpret it for me. I can interpret it myself and make the go/no go decision. I don't need their opinion. Often they get so caught up in the 'opinion' (vfr not recommended) that they almost refuse to continue to give a good brief and all the details. Which leaves me unable to make a decision. I usually call back and talk with someone else when this happens. <...line break...> I have to say that the service has gotten better in the last few years. I can see that there is an effort to provide quality service.                                                                                                                                                                                                                                                                                                                                                                        |
| 9:50 PM  | 10:11 PM on August 6 | 405   | Being able to talk with someone who is familiar with local weather characteristics is very valuable and while great progress is being made with automation (and I use it), a conversation with a local specialist adds significant value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:48 PM  | 10:17 PM on August 6 | 120   | If someone is caught in bad weather and calls for help on the weather, stick to giving them the information they need to get out of the situation and don't lecture them on how they shouldn't be in the situation that may be occurring. It's not the time to get the pilot frustrated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:48 PM  | 10:26 PM on August 6 | 4000  | I consider weather information from DUATS/Internet as raw data, NOT a weather briefing. Without proper training as a weather professional I am unable to accurately interpret all needed flight information. Having trained and experienced professionals available 24/7 will always be needed for pilot/aircraft safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:12 PM | 10:51 PM on August 6 | 3127  | I am extremely pleased with the level of service and professionalism exhibited by the flight service station briefers with whom I come in contact.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:18 PM | 11:42 PM on August 6 | 750   | When I was a private pilot and then instrument student, my confidence was hugely increased because of my ability to have individualized immediate flight planning data available, especially weather and especially putting my weather and my flight in context. Once fully qualified, I flew from the Pacific Ocean to the Atlantic on a multi-week trip, dealing with weather that I had never experienced as a pilot. My flight was 300% safer being able to use EFAS and the FSS IMMEDIATE briefings through the Nevada/Arizona thunderstorm belt; through the Kentucky/Illinois/Indiana tornado belt; and through the monsoon belt in the southwest again. Especially in these three circumstances, their knowledge of the trends and patterns local to them was a HUGE enhancement. I owe a large part of my confidence and security as a pilot to receiving their knowledge and to knowing that it's there at any and every time. Thank you. |
| 11:41 PM | 0:03 AM on August 7  | 500   | I greatly appreciate the information dispensed by a life person with whom I can interact over the information I receive from DUATS. So, though I use DUATS, I almost always back it up with a briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:01 AM | 0:37 AM on August 7  | 90    | I rely heavily on my local AFSS facility whenever I fly. They have helped me tremendously over the years. I want them around for many years to come!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:51 AM | 1:08 AM on August 7  | 1500  | Please keep up the good work in Alaska, we rely on our flight service stations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:03 AM  | 1:13 AM on August 7  | 128   | Since I fly out of Hawthorne, it would be really nice if I could just go in to the FSS for a briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:00 AM  | 1:22 AM on August 7  | 2375  | I've found the briefers, always curteous, very helpful, and willing to look up details.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1:45 AM  | 2:01 AM on August 7  | 2200  | FSS services are critical to safety of flight. The value of direct interaction with a real person is incalculable, particularly one with good knowledge of weather and local conditions. With the current "Temporary" Flight Restrictions and shoot down order, live FSS services have taken on a whole new value. The loss of local FSS stations has unquestionably negatively influenced the safety of flight, and with hundreds of hours of SAR, I speak with a small amount of authority on that subject.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:51 AM  | 2:08 AM on August 7  | 520   | I have been flying for almost 14 years, and have always had a pleasant experience dealing with the various FSS's I have dealt with. Thier professionalism contributes immensely to GA safety, and has kept me safe. I am fundamentally opposed to the privatization of the FSS system. It truly is an area that the Federal Gov't should continue to be involved in, and provides a direct benefit to it's users.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3:18 AM  | 4:06 AM on August 7  | 3600  | One item I failed to mention in services provided is the flight notification to military installations when operating in and out of military bases. One of the most common items that must be mentioned is that FSS specialist claim the equipment they have available is far behind todays technologies. These specialist do a great job for the limitations that are put on them due to the FAA failing to provide quality equipment. They are also limited in providing services for their area of expertise. This is due to the legal liabilities and job ramifications. These restraints restricts a certian quality of service that could be made available to pilots.                                                                                                                                                                                                                                                                        |
| 5:12 AM  | 5:21 AM on August 7  | 300   | Keep humans in the loop, have enough of them so that the briefing is not rushed (a common issue with impatient specialists at MIA), and they should be knowledgeable of the local weather to advise a pilot what to expect, beyond just what the weather chart says. By the time i call, I have already seen the charts on DUATS, and want a more in-depth analysis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6:18 AM  | 6:34 AM on August 7  | 500   | I usually flight plan and then obtain initial weather information from DUATS. I call flight service to clarify any textural weather, NOTAM's, and obtain a "just before I take off" validation of weather conditions. the COU FSS folks are always friendly and helpful. Great Job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6:23 AM  | 6:41 AM on August 7  | 600   | It would be nice if the briefer could mke recomendtion for route of flight during poor weather conditions for the small GA aircraft with out fear of law suits or liability.....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 6:41 AM | 7:00 AM on August 7 | 3000  | There simply aren't enough of them. The loss of face-to-face contact w/FSS reps is a major impact on safety. FSS reps on site added a "adult supervision" aura where ever they were located. In my opinion they clearly influence the level of professionalism among the pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6:56 AM | 7:05 AM on August 7 | 330   | I find the system to be extremely valuable and I believe personal contact is very important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:16 AM | 7:30 AM on August 7 | 300   | I consider a personalized weather briefing essential to the safety of all cross country flights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:17 AM | 7:31 AM on August 7 | 500   | FSS is an excellent service. I use it whenever there is a chance of less than good VFR conditions and feel very confident in the specialists' assessment. I think an automated system would seriously detract from the quality of assistance I now get.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:21 AM | 7:36 AM on August 7 | 3500  | General satisfaction - phone and radio delays are my only frustration, occasionally.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:15 AM | 7:42 AM on August 7 | 5100  | FSS's are VERY IMPORTANT to retaining and improving the safety level of aviation in the U.S. As a pilot who flies almost daily, my experience level is far greater than most general aviation pilots in the country and I still have the need to use an FSS. I believe removal of the FSS's will have a dangerous backlash in the National Airspace System. Presented data without interpretation by the FSS specialists can be a danger to the inexperienced pilots, sometimes even to experienced pilots. Information tailored to the individual's experience level is important and can save lives.                                                                                                                                                                                                                                                                                                                                                                                  |
| 7:30 AM | 7:46 AM on August 7 | 400   | In this age of high speed internet connectivity I think FSS should do away with all the abbreviations and provide meaningful textual weather reports not just interpretations of the coded weather                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:23 AM | 7:47 AM on August 7 | 505   | Survey is not clear in distinguishing between DUATS and FSS. When you ask if pilot uses FSS services are you including DUATS? I use DUATS for every flight but only Telephone FSS when I need assistance for Weather interpretation or NOTAMS assistance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7:23 AM | 7:50 AM on August 7 | 8300  | I am an aviation attorney and while my own experience is relevant to this survey, my clients bring horror stories of relying on non-FSS flight briefings received. We need a unified system, providing clear information to pilots. The current NOTAM system is outdated and fraught with traps for the unwary. Pilots should not have to drag NOTAM/TFR info from briefers. Local NOTAMs have no place in today's flight world. We fly from FSS area to another in the blink of an eye and stumble upon relevant information which was not available to the FSS from which we obtained a briefing. I have worked with my local FSS's manager on clarification of information provided to pilots. DUATS and commercial providers fall far short of the information needed to fly in the northeast corridor. I am based at BDR, New England Region and Eastern Region is a mere 14nm across Long Island Sound and 30nm to the west. The two regions do not share information adequately. |
|         |                     |       | Bless the system, however, as it keeps me in business. Headquarters needs to address the information dissemination systems for clarity. That would save us all a lot of time and make airspace use safer. I commend FSS for the work they do and am adamantly opposed to any privatization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:37 AM | 7:53 AM on August 7 | 700   | Over the past few years, I have noticed that it seems to take longer and longer to reach a briefer. In many cases, I will simply hang up and head to the airport instead of continuing to wait for an unknown amount of time. When weather conditions are poor, longer delays are the case. <...line break...> <...line break...> This delay needs to be improved for the services to be effective and useful. No matter how good the data or the service is, customers will not tolerate being "on-hold" forever and look for other services to meet their needs.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:40 AM | 7:54 AM on August 7 | 385   | Great service from Burlington. I use DUATS 90% of the time, but call Burlington for 100% of my flights. After all, I am responsible for "obtaining all available information".....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:42 AM | 7:59 AM on August 7 | 190   | Overall, its a great service. My complaint is that I do not need to know what the weather in Indianapolis is if I'm taking a 2 hour training flight in the Cleveland area. I need to know the local weather for the next 4 hours, not 24. The weather in NE Ohio is always changing and hard to predict. This makes it frustrating for both pilots and briefers. The radio coverage for flight Watch is terrible below 3000 ft MSL. There's really no reason to fly above this in a Cessna 150 for training or on a short cross country. I don't think that enough instructors teach their students to use all of the tools available through FSS and Approach Controls.                                                                                                                                                                                                                                                                                                                |
| 7:48 AM | 7:59 AM on August 7 | 1800  | I have been extremely satisfied with the service provided by my local (BTV) flight service station. I rely on them for their interpretation and presentation of weather and flight restriction information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:34 AM | 8:01 AM on August 7 | 1200  | Generally excellent. Weather interpretation tends to be on the conservative side, which is fine as long as it is consistently so. Sometimes hold time (phone hold) waiting for a briefer are excessive.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:51 AM | 8:03 AM on August 7 | 6500  | Lansing is an excellent facility with very professional, knowledgeable & friendly people. I wouldn't change a thing!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:49 AM | 8:05 AM on August 7 | 977   | IN GREAT MAJORITY OF CASES, THE INTERPRETATION OF WX GIVEN IS TOO REPEAT TOO CAUTIOUS. MAYBE THAT'S GOOD, HOWEVER I HAVE FOUND THAT WHEN I DECIDE TO FLY IN AN "IFFY" ENVIRONMENT (ACCORDING TO FSS) I END UP SAYING: WHO KNOWS HOW MANY PILOTS DID NOT FLY BECAUSE THEY GOT SCARED BY WHAT THEY HEARD.... INSTEAD OF ENJOYING ANOTHER GOOD DAY IN THE AIR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7:57 AM | 8:10 AM on August 7 | 900   | It may not be a "fault" with FSS, but the national security/TFR info I get from them is sometimes faulty. Since violating a security restriction has severe consequences, there should be a focus in the FAA in getting the info out quickly, and unambiguously.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 7:57 AM | 8:13 AM on August 7 | 525   | It is my opinion that the FSS have played an excellent role in my flying. I appreciate the personal service and the knowledge that the briefers have as it relates to my route of flight and my experience level. I have been very satisfied with the performance that these folks have provided me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:08 AM | 8:15 AM on August 7 | 5200  | Specialists are great, exceed my expectations every time. Very helpful, friendly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7:53 AM | 8:18 AM on August 7 | 1200  | I would be at an extreme loss without these highly <...line break...> skilled specialists. I use their services in the search <...line break...> and rescue area explicitly and rely on them heavily for <...line break...> assistance under stressful situations and emergencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:49 AM | 8:21 AM on August 7 | 176   | FSS is what makes my flights safe and enjoyable by knowing that I have had information from aviation professionals that are familiar with the local area, weather aircraft systems procedures, regulations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:14 AM | 8:26 AM on August 7 | 380   | I have always found the briefers to be generally polite, knowledgeable and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:16 AM | 8:32 AM on August 7 | 10500 | I would like to go back to the system of Local Flight Service Stations and try to get away from the Hub style that we have now.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:16 AM | 8:37 AM on August 7 | 16500 | It's hard, with my level of experience, to find a briefer that knows more than I do and/or doesn't try to give me the same old generalities when I really need specifics.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:18 AM | 8:42 AM on August 7 | 505   | I am always pleased. They should ask level of understanding of weather. They are always patient and willing to answer additional questions. I would not consider a non-local flight without first speaking with a specialist as they complement my weather understanding from TV and duats.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:18 AM | 8:42 AM on August 7 | 1450  | Most of my flying is local instruction and I check weather by observation and internet NOAA. On student cross country flights we get a standard telephone brief and file a VFR flight plan. When I fly longer distances for my self, I do extensive weather planning via the NOAA and other internet sites, then use FSS briefer to complete the legal loop and get local and additional information, including TFR and NOTAMS. I think FSS should work hard with flight instructors to teach their students what FSS does and how to use their services. I'm sure I don't teach about all FSS does because I don't use it all myself. It might be nice to have FSS and the internet work together to personalize service. Let's say you entered your certificate number and type of airplane (like on the flight plane block) in the computer. It might warn you if moderate icing is anywhere near your flight plan based on the knowledge that you and your plane are not good for IFR. The FSS usually doesn't tell pilots what they can and can't do, but the computer could add a little "by the way" comment that the pilot could |
|         |                     |       | consider or ignore without feeling someone was telling them how to fly. I feel obligated to give ATC and FSS pireps and I wish others did. FSS is good about asking for them. I think the Ft Dodge FSS does a good job. Like most, sometimes I think they are too cautious in their weather assessment, which leads pilots to think they cry wolf. They treat my student pilots with respect and take their time with them. I think FSS has a sales job to get their product out more in the GA pilot's eye so he or she will use the services more.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:26 AM | 8:44 AM on August 7 | 2300  | I have always had excellent service from FSS and consider them to be on par with ATC in their ability and knowledge and every bit as important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:29 AM | 8:44 AM on August 7 | 170   | the only problem i have had with the system is being able to contact fss while airborne.a lot of times they can't tell me what frenq. to use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:25 AM | 8:44 AM on August 7 | 2900  | I have been flying since 1974. Flight services, especially the enroute Flight Watch services have improved greatly over that time. I really like the fact that FSS now sees your position on radar as you update your weather information. FSS specialists are by-and-large GREAT.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8:25 AM | 8:44 AM on August 7 | 550   | I have been pleased with the stations that I have used. I may not use them for their range of services but what I do ask for is delivered. I think additional advertising of the available services would help as many pilots could have forgotten seldom used services. Cell phone service can be a challenge with calling the 1800 number. It usually takes me to the home area's service. They have been great at giving me an alternate number for a local service station. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8:25 AM | 8:44 AM on August 7 | 21000 | I use FSS for my personal and Angel Flight activities. I get my primary weather briefing through DUATS using Jeppesen Flitestar. I rely on FSS for TFR activity, Flight Plan filing, and weather interpretation, especially when it comes to rapidly changing severe weather, outlooks, and icing conditions. Meteorological knowledge seems to be lacking.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:34 AM | 8:47 AM on August 7 | 2600  | I liked the voice responce system that was in place a few years ago.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:34 AM | 8:55 AM on August 7 | 9000  | they do a great job. Sometimes they are too busy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:39 AM | 8:56 AM on August 7 | 500   | Have become much more reliant on FSS since 9-11. Always have used FSS for weather and NOTAM, but even more so since 9-11 due to overwhelming number of frequently changing TFR's.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:41 AM | 8:57 AM on August 7 | 3400  | I am extremely concerned with the lack of consistency in the briefings I receive. There are excellent FSS briefers and those who don't seem to have a clue. One briefing may meet my needs exactly and the next briefing may prove to have been a waste of time. This seems to be a fairly recent phenomenon. I recollect a time when FSS services were consistently excellent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 8:38 AM | 8:57 AM on August 7 | 2700  | My message in answering the questions is that FSS needs to get rid of "rip and read" and go back to being helpful with weather. Use the Canadian FSS system as a model. They provide very good weather help. Ours have gone steadily downhill over the last 15-20 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:46 AM | 8:57 AM on August 7 | 5000  | The briefers at the FSS are very professional, but I have found their ability to interpret weather, especially the weather radar, very limited. When I asked about location and movement of thunderstorms I constantly receive a generic answer that there is a convective sigmet, but they won't tell me any more detail. Same with clouds--when I ask about low altitude cloud levels they tell me that IFR isn't recommended in a general area, but they don't look at the individual forecasts and observations to see if that advisory is still valid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8:42 AM | 8:58 AM on August 7 | 1490  | Lansing Flight Service as well as Green BFay are extremely valuable for pilot safety in the Great Lakes Area. We would be hard pressed to get this quality of service from a private organization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:41 AM | 8:59 AM on August 7 | 2479  | Before local FSS were closed and services merged into automated FSS the specialists provided a more accurate and timely weather briefing on local <...line break...> areas than the Automated FSS. General Aviation utilized smaller local airport and the accuracy of the local weather is not as good as it once was <...line break...> before the closures and because of the knowledge of the local FSS specialists.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:34 AM | 9:00 AM on August 7 | 3000  | Hold times for briefers in the mid-Atlantic area are excessive. Probably due to the ADIZ requirements, but still unacceptable. Also, I have had students told things by briefers regarding operations in and around the ADIZ that were clearly in error according to the published NOTAMS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:46 AM | 9:02 AM on August 7 | 300   | I FLY FROM MORGANTOWN WV, THE LOSS OF THE ON FIELD FSS STATION HAS LEAD MANY LOCALS TO FLY WITH LESS OF A BRIEFING THAN THEY WOULD HAVE IN THE PAST. IN A FACE TO FACE BRIEFING ONE WOULD BE MORE LIKELY TO QUESTION A BRIEFER THAN ON A PHONE. <...line break...> I FEEL AS IF I RECEIVE A BETTER UNDERSTANDING OF THE BRIEFING IN PERSON THAN ON THE PHONE. THERE IS ALSO THE ABILITY OF THE BRIEFER TO SEE THE QUESTIONS IN THE FACE OF THE PERSON THAT IS BEING BRIEFED. IF THESE QUESTIONS ARE ABOUT SAFETY YOU COULD HAVE ASKED IF A PILOT IS MORE LIKELY TO CHECK WITH A FSS IF THERE IS ONE ON THE FIELD. <...line break...> I SPEND MORE TIME AT THE AIRPORT THAT I WANT TO ADMIT. WHEN TALKING TO FELLOW PILOTS I AM SHOCKED OF HOW FEW ARE BRIEFED BEFORE A FLIGHT. IF I PUSH FOR THEIR FOR A REASON I AM TOLD SOMETHING LIKE " IF I WERE SICK I WOULD GO SEE A DOCTOR NOT CALL ONE ON THE PHONE. OUR LOCAL FSS IS IN ELKINS WV, A QUIET OUT OF THE WAY AIRPORT. ELKINS WOULD BE A GREAT PLACE TO WORK BUT IT IS A LONG WAY TO GO TO LOOK AT A WEATHER MAP. |
| 7:55 AM | 9:03 AM on August 7 | 5700  | Need greater ability to obtain NOTAM information via PDA and in-flight. Use of automated means needs to be enhanced for uploading NOTAM data to new devices.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:46 AM | 9:06 AM on August 7 | 250   | We need the FSS phone briefing and radio flight plan activation services. They are also the best up to the min. source for the roving TFRs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:56 AM | 9:07 AM on August 7 | 1200  | These people do an excellent job. It could only be made better if they had (in some cases) more first hand experience with aircraft. I would recommend that these and all FAA personnel be required to obtain and maintain airman certificates for the area they impact. EG: FSS personnel, minimum of private certificate with instrument rating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:52 AM | 9:07 AM on August 7 | 1400  | For some needs, I prefer automated info and for others I prefer to speak with a person. On calling the FSS, an early selection between these methods is desirable. Perhaps the same facility via internet would be useful, the personal communication via chat service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:48 AM | 9:10 AM on August 7 | 1070  | It is too difficult to change flight plan without re-filing if I am no longer in the area where I filed it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8:56 AM | 9:12 AM on August 7 | 450   | I am very pleased with the service I receive from Jonesboro FSS. They are responsive, always friendly and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:46 AM | 9:12 AM on August 7 | 900   | Publish training materials to train private, non-commercial, pilots on how to use FSS capabilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:44 AM | 9:12 AM on August 7 | 2500  | Good job by most FSS people. More graphics the better. Drop the TAF and METAR shorthand and use plain text.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8:53 AM | 9:13 AM on August 7 | 600   | All of the flight service controllers I've spoken with are knowledgeable about their and other flight plan areas within their flight service system (i.e. Eastern Region, New England Region). The Lond Island and Block Island reporting services are very important to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:39 AM | 9:17 AM on August 7 | 4400  | If you wish to improve the FSS system, then increase the number of FS Stations available. The present system of one or two stations per state does not allow for much personal contact. Personal contact is the best way for the agent to judge a pilots need and type of service requested. <...line break...> If there were more sites available I would use them more frequently. I morn the days when you could walk in easily and talk to a person face to face. Also, please remove the safety gates. They (safety gates) give the impression to pilots that they are not wanted inside. They (safety gates) are just another example of the federal paranoia.                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:08 AM | 9:20 AM on August 7 | 1100  | I am satisfied with the services I receive from FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:10 AM | 9:21 AM on August 7 | 310   | The flight service stations provide an invaluable service to pilots. I typically get a DUATS briefing, when I can, before calling the FSS and go through the data with the briefer. It is helpful to get their expert interpretation on the weather and how it typically affects the local area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| Started | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 8:58 AM | 9:23 AM on August 7  | 1800  | speaking with an inflight briefer is very helpful to me in making flight plan decisions. I cross-check the weather with other sources, but the human briefer can make a difference in my flight. I hope we always have them as a resource.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:43 AM | 9:35 AM on August 7  | 10000 | Flight Service Stations are grossly under funded, under staffed and lack up to date equipped to do their expected service as effectively as they could.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:19 AM | 9:38 AM on August 7  | 575   | Leesburg is routinely overwhelmed by the need to file ADIZ flight plans. Since I fly from CGS in the Washington DC FRZ, I must use Leesburg to file. Waiting 15 to 30 minutes significantly inhibits my desire to fly for pleasure. I want my freedom back!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:23 AM | 9:45 AM on August 7  | 3200  | The St. Petesburg, FL FSS since 9/11 has a security fence around it and has made it difficult to go in for an over the counter briefing. I use the internet DUATS etc for preplanning and the FSS for the final briefing, they have the experts and can discuss items that may be limited to my weather interpretation from the internet, they have the big picture, I am looking from them what I am missing or need confirmed from internet. The weather channel is worthless for flight planning. DUATS is tough to get on some times when busy multiple attempts are common and the information is stale by the time I leave home and get to my departure which is why I call FSS on the cell phone for a full briefing, the cell phones need to go to the FSS that is local not directed to the area code location of the FSS that ties to a cell phone area code. Flight watch is invaluable just listen and you can get a lot of information from other pilots, the problem with 122.0 is that you can hear aircraft stepping on everyone else from other distant areas, what would good is to call on 122.0 state your position and have the briefer tell you to call on a different frequency not so congested would save a lot of you were blo |
| 9:12 AM | 9:47 AM on August 7  | 5800  | In general, FSS briefers are consistently excellent and helpful. My frustration comes from long (> 5 minutes) hold times while calling for a briefing or just to file a flight plan. I have asked briefers why hold times were so long, and inevitably they talk about lack of staffing (especially at RDU AFSS) making it impossible to speed things up. I fly corporate and when it's time to go, it's time to go; making the boss wait while I sit on hold is unacceptable. I have had bad experiences with "Fast File" in the past, so I avoid it entirely. In conclusion, PLEASE do not reduce staffing more and add additional automated capabilities! These folks are dedicated, capable professionals and when I need a second opinion a computer can't give it!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:34 AM | 9:54 AM on August 7  | 1200  | I feel that it is often cumbersome to get notams needed and that a few FSS specialists get frustrated when being asked questions regarding notams. The one area of concern I have is getting full information notams for my proposed operations. The tower near me recently changed freqs and the new freq is not on the maps yet. It is now in the AFD, so it is no longer even a notam. Not everyone has the AFD at hand, and even though it is no longer a notam, that knowledge of a local area is important and until it comes out on charts and Jepps, then the spec ought to mention it when you tell them you are going into that airport. That would be a part of that local knowledge thing that I feel is way important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:45 AM | 9:54 AM on August 7  | 620   | Some of my data is skewed because I am based inside the Washington DC ADIZ, so EVERY flight plan in and out of my home base must be filed via FSS. Prior to the ADIZ, I filed almost exclusively via DUATS; now by regulation I file almost exclusively via FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:27 AM | 9:56 AM on August 7  | 7500  | In my 30+ years of experience FSS does a terrific job and it's hard to single out areas of improvement. I do have 2 suggestions: <...line break...> 1. Develop a "standard abbreviated briefing" which would be applicable for a) initial go/no-go decisions and b) benign weather days when a full briefing is not required. Some briefers already do this informally but there seems to be no consistency in asking for it or getting it. <...line break...> 2. So many of us now use home computers for graphical weather checks before calling FSS, that it might be valuable to offer "integrated" phone briefings where the specialist offers the briefing reference graphical info the pilot sees on his/her computer. The expertise of the briefer greatly aids pilots (especially less experienced ones) in interpreting what they see on the map and especially weather prognosis. For that very reason I normally check graphical weather on computer first, then call FSS for consultation when necessary for safe decision-making. <...line break...> Thanks to PRC FSS in particular for the continuing fine service!                                                                                                                      |
| 9:44 AM | 9:57 AM on August 7  | 13385 | I don't think we need fewer or more automated FSS's.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:41 AM | 10:01 AM on August 7 | 10000 | Flight Service Briefers should be aviation people and not someone who is trained to read the information. A lot of briefers don't understand what they are reading. They are just de-coders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:41 AM | 10:01 AM on August 7 | 850   | overall A rating, sometimes while cross county hard to get answer on radio.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:55 AM | 10:07 AM on August 7 | 300   | Overall, Flight Service Stations are one of my most valuable pre-flight planning tools. From assistance when I was a student pilot, to current weather interpretation, their services are invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:56 AM | 10:16 AM on August 7 | 650   | VFR not recommended is so broadly used that it is being ignored by many pilots. Perhaps the term could be supplemented by an additional term like "Reduced VFR conditions exist in the following area(s) along your route of flight." Then the "VFR not recommended" statement could be reserved for areas where ceilings and visibilities are clearly unsuitable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------|----------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10:00 AM | 10:19 AM on August 7 | 1400  | Overall, the combination of Weather Channel for a good overview, DUATS with graphics and written data plus flight planning, followed by FSS specialist conversations is very satisfactory to me. As you can tell, I am happy to gather the basic data myself. I want/need FSS specialists to be the interpreter - for local conditions in places I am not familiar, and for Wx trends/local phenomena that I cannot know myself. <...line break...> <...line break...> An example - I flew recently to a small airport at Selingsgrove PA. It was in a river bottom and the FSS specialist briefed me on probable local fog in the am. The airport has no Wx reporting/forecast, the main airports did not forecast fog, but the briefer was right. That was very valuable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:49 AM  | 10:29 AM on August 7 | 6200  | FSS Columbia Mo always does a great job. Thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:11 AM | 10:29 AM on August 7 | 1085  | I am most pleased with the level of service I receive, principally from Kankakee FS. I would hate to see the emphasis turned to profit center or other economic concern rather than continued high quality service for the safety of our air space and pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:14 AM | 10:29 AM on August 7 | 350   | as an air traffic controller and a pilot, I find the flight service specialists an extremely important and helpful resource that is non-replaceable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:12 AM | 10:33 AM on August 7 | 525   | I feel I get great service from the HUF FSS. I get what I need in a timely fashion and almost always follow the briefer's advice on weather interpretation. <...line break...> <...line break...> I think the VFR flight plan system is clunky. It is hard to implement in flight and not integrated with ATC services well. For all but local flights, I use ATC VFR advisory services (flight following) and I think it is far superior to filing a VFR flight plan for aircraft location and information services. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:15 AM | 10:34 AM on August 7 | 375   | Please review your format w/ the "bubble" questions. Four of the choices appear to be the same pair. There is no "less" option. <...line break...> <...line break...> I would appreciate a briefing tailored to my experience. In a number of cases I feel that when I asked for a VFR brief, it was assumed that my decision making ability was less than it really is. <...line break...> <...line break...> The Williamsport FSS crew is great. Their candor, friendliness and sense of humor, when appropriate, is really appreciated. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:05 AM | 10:34 AM on August 7 | 3000  | It is a great service and one that I value for my decision on the flights including those with my family. Bryan Browne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:44 AM  | 10:35 AM on August 7 | 1800  | FSS do not need high security fences. I used to enjoy walking over to the PIE FSS and talking in person with a briefer. You can no longer get in person access to the FSS PIE. The best briefing is a one on one in person briefing. If I cannot get an in person briefing, DUATS is the next best thing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:23 AM | 10:36 AM on August 7 | 150   | The contact I have had with the local AFSS has always been exceptional. I don't believe safety of flight is something that a pilot should have to pay a fee for. If the AFSS services are contracted out, the flying public will most likely be charged fees for the services provided and that is just plain wrong and will not enhance aviation or flight safety at all.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:57 AM  | 10:39 AM on August 7 | 1750  | Even though I don't use the services often, I believe that the FSS is an important component of the U.S. aviation scene. I definitely prefer to get most of my information from automated and on line resources, primarily because of the graphical nature of the data. I have been flying for 36 years, and I have always had a hard time with oral briefings. I'm hesitant to ask the briefer to repeat something, as I feel like I'm imposing on the briefer's time (and sometimes the briefer adds to that impression). Being able to see all the relevant weather information and other graphical data on my computer allows me to spend as much time as I need poring over it, digesting it, and printing it out if I want to. For me, the importance of the FSS lies in the in-flight services. I have had terrible luck with Flight Watch. (Let's see, do I call it "Princeton Flight Watch", or am I in the area served by "Chicago Flight Watch"--or is it called "Kankakee Flight Watch" or....and so on, with usually no one answering no matter what I say.) On the other hand, I am usually able to contact a FSS for in-flight services, and most briefers seem patient in dealing with a pilot who is juggling the disciplines of listening, processing |
|          |                      |       | in-flight services have improved quite a bit during the 36 years I've been flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:21 AM | 10:39 AM on August 7 | 1050  | I feel that the reduction in the number of FSS's has degraded service somewhat. It is easier to go into the station and discuss weather patterns while looking at the same screen as the briefer. If this could be done remotely (visiphone, for instance), it would be almost as good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:35 AM  | 10:42 AM on August 7 | 1500  | The ability to contact FSS in the air has noticeably diminished. This is especially so when weather changes require more contact with FSS/flight watch.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:20 AM | 10:42 AM on August 7 | 2000  | Please maintain the FSS system, especially at KHHR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:06 AM | 10:49 AM on August 7 | 8000  | The only time I spend more than a couple of minutes waiting for a Briefer is when I call JYO. While I realize that this is because of the new security measures, 15 minutes is too long.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:16 AM | 10:50 AM on August 7 | 785   | Overall I am very impressed with and thankful for the help and service I receive from FSS personnel. <...line break...> I typically fly over mountainous terrain IFR in a normally aspirated aircraft. The insight and information received from FSS personnel has been <...line break...> priceless. I have abandoned some flights and conducted others based often on FSS weather interpretation. In almost every instance the FSS <...line break...> briefers experience with local weather characteristics has been very accurate and neither too cautious or aggressive for the actual conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| 10:27 AM | 10:52 AM on August 7 | 950   | The last thing I need in the airplane are unexpected risk increasing surprises! DUATS and FSS communications do a great job of reducing potentially dangerous surprise risks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:37 AM | 10:57 AM on August 7 | 7000  | Recently I traveled from CA to NC and back. We used Flight Watch extensively and was very pleased with their information, performance and cooperation. Flight Watch is limited in the northern midsection of the country and needs to be expanded.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:42 AM | 11:00 AM on August 7 | 27000 | Generally tell you what you need to know based upon what you tell them. The system is not broken.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:35 AM | 11:00 AM on August 7 | 2700  | Flight service stations are a fabulous feature of flying in the United States. We are fortunate to have such great services at our disposal. Any talk of making ATC or FSS private just erks me. If you made these services "for-profit" I personally think that quality and participation would diminish. Things are great the way they are. Having visited several ATC and FSS's in person, I would say the one thing we should do to improve services - BUY NEW EQUIPMENT!! Some of the computers I saw in these places bogged my mind. Aviation is a critical part of our economy, Uncle Sam, how about shelling out a few billion to get these guys the equipment they need so they can go from giving great service to spectacular service...Thanks for the survey. <...line break...> <...line break...> Chris Swanson |
| 10:40 AM | 11:01 AM on August 7 | 8500  | I think the guys are doing a great service to all pilots, both GA and Commercial. Only a small percentage of pilots have access to data links to there "dispatch offices". <...line break...> Keep up the good work!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:13 AM | 11:01 AM on August 7 | 1400  | I try very hard to understand weather phenomena- reading articles, FAA seminars, etc. But, as a reasonably experienced GA pilot, I think that nothing beats the ability of a human weather professional for sorting through and helping to make sense of the mounds of data available that may affect, or will likely affect, my flights. Whatever is done to enhance on-line capabilities, please don't cut the human briefers, as I am convinced that safety will suffer.                                                                                                                                                                                                                                                                                                                                                   |
| 10:33 AM | 11:01 AM on August 7 | 1200  | My biggest complaint is frequency congestion on both FSS and Flight Watch. I also do not like to be put on hold when I call for a briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:28 AM | 11:07 AM on August 7 | 596   | I have the highest respect for FSS personnel. They have always helped me and are definitely a pilot's advocate when facing weather, especially in the air. I want to see the the FSS system prosper and grow, the bureaucrats have little or no idea how valuable the FSS people are to aviation safety. I listen to Flight Watch routinely and pick up useful weather info just by listening in, this is helpful even though no one is aware of my participation.                                                                                                                                                                                                                                                                                                                                                            |
| 10:50 AM | 11:08 AM on August 7 | 350   | I feel the Flight Service stations should remain a U.S. government agency.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:55 AM | 11:09 AM on August 7 | 13000 | Too much FAA required CRAP--give me what I ask for, not what the FAA thinks is important. I know that there are rocks in the clouds in the mtns-I know there is usually fog with rain.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:48 AM | 11:10 AM on August 7 | 4500  | Weather interpretation is the most valuable thing to a pilot from an FSS. Over the years the "service" has declined as lawyers have forced briefers "NOT" to interpret weather and give a "doom" & "gloom" outlook. Forecast times have been reduced. Many briefers around the country share these opinions. If this survey is to mean anything, PLEASE.....GET THE LAWYERS OUT OF WEATHER BRIEFING!!!!!!                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:52 AM | 11:10 AM on August 7 | 1050  | The best service I received was personal, counter service at the FSS at GNV before I moved to IL. We need more personal, on-scene interaction with people and the ability to see what the FSS personnel are seeing. I have always received excellent service from FSS and believe it is important for the government to continue to provide this service for the safety of the flying public.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:44 AM | 11:13 AM on August 7 | 1680  | Most of my flying is in California where weather usually is not a big issue. I rely on the FSS for TSA Notams. The biggest improvement the FSS could make would be to put all information (Notams and briefings in plain English). Metar sucks. There is no excuse for not putting all weather in plain English. Notams listed in milage and radials from VOR's is bad because the pilot may not be familiar with the VOR, especially when flight planning away from the local area. How about a general area such as in the South Western Nevada in the vicinity of Podunk City, and then the specific location if needed. I do not use Duats because of too many Notams to wade through to get the one or two that are applicable.                                                                                          |
| 11:08 AM | 11:26 AM on August 7 | 1800  | The best briefing is in-person, at the departure airport, by a briefer with strong local weather knowledge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:08 AM | 11:27 AM on August 7 | 100   | I think the program is as good as it can be based on all the problems since 911                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:13 AM | 11:34 AM on August 7 | 1900  | Some Briefers at the Leesburg FSS need to know that there is a difference between Class B Air space clearance and ADIZ clearance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:11 AM | 11:35 AM on August 7 | 1011  | Though conservative in providing weather outlook information, I like a knowledgeable weather briefer that interacts and helps paint the changes in weather verbally so I can better determine a wait and see approach to go/no go or not waste my time and find a hotel room to enjoy the area where I'm stuck/grab a cold one and come out fighting tomorrow!                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:15 AM | 11:37 AM on August 7 | 8000  | Provides 24/7 flexible ability for G/A pilots to get accurate & timely aviation info & file flight plans.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:22 AM | 11:41 AM on August 7 | 4500  | I would really hate to see them go to never never land, and lose the personal touch that you get on a person to person contact. Also With the FSS you can ask many questions that may not have been covered by that particular briefing. ie: time change in departure or route change now or later.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| 11:25 AM | 11:43 AM on August 7 | 650   | Don't Privative. Keep the local FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:30 AM | 11:45 AM on August 7 | 1850  | Internet and automated weather info (duats etc.) <...line break...> should be continued and expanded but should not be <...line break...> a substitute for the analysis provided by an experienced FSS specialist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:09 AM | 11:45 AM on August 7 | 250   | Flight service specialists are our only contact into the FAA system. Without them no one is ever able to provide accurate information. Center and Tower controllers know how to separate aircraft and little else. FSS personnel know the entire system and are an invaluable component of the system. Corporations spend millions on customer service people so they can smooth the interaction between customers and the system. That is the job the Flight Service does for the FAA. Weather briefings are just a small part of their usefulness to the FAA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:35 AM | 11:46 AM on August 7 | 80    | I usually use DUATS partially because my phone contacts with FSS have tended towards extremes. It seems I either get an very helpful, attentive briefer who seems to want to help or a very surly, impatient chairsitter with an attitude. Since I simply refuse to fly in marginal weather DUATS is plenty good enough for my needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:29 AM | 11:47 AM on August 7 | 1000  | Automated products are fine, but nothing replaces the ability to speak live with a trained professional in the FSS. I completely trust and rely on the Raleigh FSS to provide me with accurate information and they have not let me down. Kudos to the FSS personnel all over the country!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:23 AM | 11:49 AM on August 7 | 170   | All of the FSS specialists I have ever dealt with have been helpful, knowledgeable professionals who know their stuff and provide the information I need in the format I need to make my decisions as pilot-in-command. <...line break...> <...line break...> PLEASE do NOT farm out the FSS people to the lowest bidder. I've seen the results of A-76 studies in several other government agencies (including my own). The POTENTIAL cost savings (which are not always realized) are absolutely not worth the potential compromise in safety of flight that could result from replacing highly-trained career professionals with people willing to work (often temporarily) for what the lowest-bidder is willing to pay. <...line break...> <...line break...> You get what you pay for, and safety of flight is worth paying for. You wouldn't contract-out fire or police services because providing safety is an inherently governmental function. Why would you farm out the people who provide safety information to pilots? <...line break...> <...line break...> |
| 11:37 AM | 11:52 AM on August 7 | 1230  | Only complaint is the very occasionally a FSS briefer will try to talk you out of a flight instead of giving you the information you need to successfully undertake the flight. Oftentimes the weather is not as bad as it seems from reports and forecasts and I think that "VFR not recommended" is used too often and it loses its strength. It's like having a "Wet Floor" sign up all the time - after a while everyone ignores it and when the floor is really wet, the sign is useless.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:37 AM | 11:59 AM on August 7 | 989   | I find that I like web-based, computer service when they are available because I am a more visual learner than aural. However, in many locations web services are not available and FSS's most valuable feature is that I can reach them anywhere there is a phone. At least I can get SOMETHING in these circumstances.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:46 AM | 12:12 PM on August 7 | 3500  | I view the FSS as my proof that I have received a WX briefing and location of TFRs IAW 14CFR91.139. Should I be intercepted by national defense forces or contacted on the ground for a violation of a TFR, I would rely on my FSS briefing as proof of either receiving information or not receiving information. <...line break...> In addition, DUATS tends to present extremely verbose briefings when trying to view local wx. When requesting wx for SO CAL, I will get hurricane reports for KZNY oceanic. Not very germane for a flight from KMYF to KAVX.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:57 AM | 12:14 PM on August 7 | 400   | Flight Service specialists provide a critical human-level data filter in planning my flights. Like many pilots I have access to internet-based information, and my calls to FS are based on having that data at hand. It's in talking to the specialist that I am able to assess the truth and timeliness of the data I have, assess its importance, and make flight decisions based upon the outcome of my briefing. These guys routinely make my and other pilots' flying life both safer and easier.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:44 AM | 12:17 PM on August 7 | 4200  | The FSS is very critical to flight safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:37 AM | 12:21 PM on August 7 | 8500  | Flight service facility stations are the key to safe flight. Computer briefings are nice but to be able to talk and discuss items of interest is vital to aircraft operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:15 PM | 12:31 PM on August 7 | 2600  | Generally, service is very good. On occasion, I have talked with briefers that appeared to be very inexperienced and others who did not seem to understand the capability of my aircraft (pressurized, multi engine equipped with radar, stormscope, cockpit datalink for real time nexrad and deice).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:40 AM | 12:37 PM on August 7 | 805   | 1. The most important service that FSS can provide is accurate weather information. <...line break...> <...line break...> 2. The process for pilot reporting is difficult in the single pilot IFR situation in IMC. Leaving ATC to make the report to a FSS often times is impractical and ATC seems to not like the interruption. However, it is these pilot reports that are the most valuable. A better way to make these reports should be found. How can ATC help?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:25 PM | 12:38 PM on August 7 | 7000  | Keep FSS They do a great job! The Greenwood MS FSS has some outstanding briefers. The keep me well informed of what is going on not only here in MS but anywhere else I might want to fly to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| 12:19 PM | 12:40 PM on August 7 | 7200  | as noted i use fss personal briefings for every flight and flight plan as well as enroute (flight watch). in my opinion, nothing can replace the one on one full briefing and enroute updates one receives from fss 'people' and i have been flying and talking with briefers for 31 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:29 PM | 12:44 PM on August 7 | 500   | I haven't tried since 9/11/01, but the in-person tour and 10 min conversation with an FSS specialist did more for my understanding of how FSS operates than anything else in my training. <...line break...> <...line break...> I *strongly* believe that over-the-counter in-person briefings should continue to be available and that tours (perhaps even viewable over the web) should remain an option and be encouraged by instructors.                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:15 PM | 12:45 PM on August 7 | 600   | Talking to a "live" briefer can most often lead me to the data or information I need in the most timely manner, opposed to attempting to push buttons to find the information or data I need. The personal interaction is why I call FSS, as opposed to computer or automated information services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:26 PM | 12:52 PM on August 7 | 2400  | Overall, service has been excellent. Rare exceptions include specialist refusal to provide TFR information. <...line break...> FlightWatch use is often limited by poor reception.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:43 AM | 12:57 PM on August 7 | 2495  | I generally like and value the FSS personnel that I have had contact with. Very occasionally I encounter someone who seems rushed or tired but that is rare...most are very professional and will take all the time necessary to give a complete briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:43 PM | 12:59 PM on August 7 | 3020  | I have used FSS less since moving to Hawaii and changing to a 121 job, but FSS services were invaluable to me on the mainland as a flight instructor in the T-37. If I were doing more civilian flying here, I would be much more reliant on FSS services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:47 PM | 1:00 PM on August 7  | 450   | I have no issues with the LAN FSS Briefers. They are an efficient and effective source as long as you use them. A bit more assistance in pinpointing nuclear facilities in the flight path would be helpful, even better get these facilities denoted on the airmaps. Hats off to the LAN breifers, I think they do a great job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:28 PM | 1:00 PM on August 7  | 130   | To date I have been impressed with the value received from the FSS personnel. I do chose who I call for specific flights: from KPAO to KMEV I'll call the Reno FSS for weather updates, due to the Great Basin and Lake Tahoe weather issues. <...line break...> <...line break...> In all, a job well done.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:57 AM | 1:02 PM on August 7  | 7000  | The FSS personel must tell pilots they cannot fly into College Park, Potomac, or Hyde airports (the DC3) unless they are based there. Pilots are loosing their licenses because of these FSS errors. <...line break...> <...line break...> Most of the time when I file a flight plan to leave the ADIZ or FRZ and one to return the return one is lost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12:50 PM | 1:03 PM on August 7  | 1400  | In my experience the Flight Service Specialists do excellent work with the equipment with which they are provided. With better equipment/technology, their services will become even more invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:53 PM | 1:06 PM on August 7  | 25000 | FSS is still very important to safety of flight!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:51 PM | 1:07 PM on August 7  | 516   | Lack of flying time in 2003 due to kidney stone which invalidated medical. Usually average 10 to 12 flights w/FSS service per year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:38 PM | 1:07 PM on August 7  | 6102  | I have used Flight Service Stations all over the USA & Alaska and am very satisfied with the information I get. I have even gotten information over the Bahamas. They should stay under government control, not private control.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:43 PM | 1:11 PM on August 7  | 550   | FSS Specialist have done a exceptional job over the years. <...line break...> <...line break...> I would prefer not to pay for their services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:51 PM | 1:17 PM on August 7  | 550   | The personnel at Bangor FSS are very professional and are highly valued by me in aiding my flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:50 PM | 1:19 PM on August 7  | 130   | I'm very impressed with the FSS I've used. Very few times have I had problems with accuracy and specialists. Most times I'm greeted kindly and given more than enough information-the way it should be. The specialists always make sure I have all the necessary info before my flight. It's almost like having another crew member aboard. They care about the safety of flight. A internet web site would be helpful, with accurate, up-to-date data, especially on TFR's and of course weather.                                                                                                                                                                                                                                                                                                                                 |
| 1:08 PM  | 1:21 PM on August 7  | 600   | I have been very happy with the services provided by telephone. I would like to see more and better internet access to the information so that I can examine it first and then complete the "picture" with a one-on-one direct contact via telephone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:16 PM  | 1:27 PM on August 7  | 8000  | Lately FSS specialist have spent too much time informing me of things that weren't germaine to the flight I was trying to obtain information about (a 20 mile hop from OPN to FFC, I don't care about thunderstorms in Kansas). <...line break...> I am tired of having to pull data from the individual on the phone because they cannot understand what I'm looking for (i.e. asking for wind directions at various airports looking for frontal passage). <...line break...> I have been flying for 25 years plus, I know the information I need and would like to see them ask about my experience and if I'm not familiar with an area tell me that they know what they are talking about. Many times I've hung up the phone figuring I was really going to have to look out the window. <...line break...> <...line break...> |
| 1:08 PM  | 1:30 PM on August 7  | 4600  | At times of significant weather,"Flight Watch" needs additional frequencies and perhaps additional qualified people to handle requests for weather related assisance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:13 PM  | 1:32 PM on August 7  | 9800  | stop closing FSS..need more real locations, as it was in tht"old" days...need more AWOS and with the phone # publiushed...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:19 PM  | 1:34 PM on August 7  | 8900  | I feel that the service that is provided by FSS's is crucial and extremely important. I feel that we need them now more than ever, and any discussion of doing away with their service is very foolish!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:14 PM | 1:38 PM on August 7 | 4000  | All in all, FSS personnel are doing a very good job. I'd like to see more FSS stations open at airports like they used to be. That way pilots could get the latest weather and print a copy of the weather to take with them. The reason I like using DUATS is that its quick and I can take a printed copy of the weather with me without writing all the info down--which is impossible during a standard briefing. Also increase the number of RCO's to make communications easier. I fly in rural No. Calif and it's sometimes difficult to establish radio contact with FSS let along ARTCC unless the user is at a high altitude. I like calling FSS for a weather briefing, too. Since interpretation of certain things such as NOTAMS, TAF's, approaching fronts, etc are sometimes difficult to figure out. I like the idea of having phone numbers for ASOS and AWOS locations. It's nice to make a quick phone call to check weather without having to log on DUATS or make a phone call to FSS, especially when making a short flight in VFR conditions.                                                                                            |
| 1:15 PM | 1:41 PM on August 7 | 2150  | Generally, I find the FSS an excellent source for flight planning; they are very professional and seem to respond to me as a fellow professional. I always look forward to my briefings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:27 PM | 1:47 PM on August 7 | 1600  | Safety requires the best services be available in all areas of aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:34 PM | 1:49 PM on August 7 | 2395  | Wx briefings in marginal wx always bring the advisory: VFR flying not recommended. This is often a CYA statement, as the wx is often good enough to fly VFR. A little more judgement from the FSS person on what really is going on would be useful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:25 PM | 1:52 PM on August 7 | 21000 | In the mountain area needs less automatic sys and more "eye ball" weather observations. Places like Bishop and Fresno should be MANED to see the wx. Also, try to get rid of "blind spots" in the sys. I think this is mostly in the southwest and mountain areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:36 PM | 1:56 PM on August 7 | 25375 | I feel that the FSS personell do an acceptable job in all their area of responsibility. After 60 years as a professional pilot, I'm now required to use the FSS rather than company dispatchers since all my flying is of a personal, recreational nature. The briefers never "talk down" to me as a pilot. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:34 PM | 2:01 PM on August 7 | 300   | Despite 4 yrs of flying and 300 hours, FSS still remains somewhat intimidatng, especially FSS New York Int'l. I am also dissappointed in FSS lack of knowledge regarding atc in their local area, frequencies, bravo space traffic volumes, etc. etc. Since pilots do not normally have off freq contact with the actual controllers, FSS should be the best place to pose the atc related questions regarding airspace and routings (i.e. and I don't mean FAR/AIM material).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:57 PM | 2:09 PM on August 7 | 6110  | Walkin briefing are too difficult now because of security concerns. At PIE AFSS, it is not user-friendly to get a face-to-face. In fact, I have not had a face-to-face briefing since 9/11/01. Supervisor has to escort one from the security gate to the briefing area then back again. If supervisor is busy, you wait.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:53 PM | 2:10 PM on August 7 | 780   | Excellent in every detail. For the sake of flight safety and humanity, please don't privatize this critical service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:42 PM | 2:11 PM on August 7 | 10000 | 1. My company requires me to obtain local notams for each airport destination. This requires me to find out which FSS facility has that information and make an additional call to them directly, and if the local notam list is long, wait for them to fax it to me so that I have an accurate hard copy of the information. <...line break...> <...line break...> 2. When I fly my VFR airplane for on pleasure trips, and the weather is towards the lower end of my limits, I find it difficult to get good weather briefings from some FSS facilities. In my experience, this seems to be facility-specific more than briefer-specific, with bad experiences spanning a several-day period. In one case, I was given 3 locations along my 500-mile proposed route that were "IFR" (when asked what the actual ceilings and visibilities were, the response was still "IFR"), and I was unable to obtain a standard briefing. <...line break...> While I understand the desire of the briefer to "not be the last person to talk to the dead guy", I would rather be the one to make the go/no-go decision based on my experience and personal limitations. |
|         |                     |       | In a conversation with an FSS supervisor after one such episode, I pointed out that the opposite of "not being the last person to talk to the dead guy" is very possibly the "last person to REFUSE TO BRIEF the dead guy", and I can't see where that would be more desireable. <...line break...> In summary, the go/no-go decision is the responsibility of the pilot, and when the weather is bad, he or she needs to have a complete picture in order to properly make that decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1:50 PM | 2:16 PM on August 7 | 5000  | Good group of people who have always been helpful to me over 40 years of flying. (Sometimes, rarely, a hotshot talks too fast for me to make notes and we have to go over it all again, wasting both his time and mine.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:58 PM | 2:18 PM on August 7 | 4000  | The internet is a great thing. DUATS on the internet has been a big improvement with many FBOs providing terminals, even at small airports. <...line break...> <...line break...> I haven't tried in a while but I understand cell phones now handle 1-800-WX-BRIEF correctly now. That will help me a great deal on my infrequent >1000 mile trips. <...line break...> <...line break...> Radio services are quite useful to me when I choose to not file IFR (most of the time). Looking forward to in-cockpit graphics, but until then, I appreciate the voice on the other end of the radio.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:58 PM | 2:31 PM on August 7 | 570   | I am an instrument student flying out of an airport that lies within the boundaries of the Washington/Baltimore ADIZ and am therefore required to file a flight plan through 1-800-WXBRIEF on every flight. I find the briefers to be highly professional with a good working knowledge of my locale, and of the limitations and requirements of general aviation aircraft. The quality of their briefings are quite good and can be custom tailored to my needs by my asking for specific info. I would like to see this service continue - I find it to be invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|---------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:53 PM | 2:32 PM on August 7 | 11400 | i do tire of weather forecasts that start with clear and 20 but always add the caveat of a chance of thunderstorms with gusts to 45 kts and occassional indefinite ceiling of 100 obscured with less than 1/4 mile visibility. let me say i appreciate the liability exposure if the forecast is substantially wrong but covering all the bases dilutes the value of the data and for an inexperienced pilot only adds confusion and frustration. he sees clear skys with light and variable winds and then is briefed that "VFR is not recommended" he wonders why he bothered to check at all. <...line break...> i believe if the briefer gives his best interpretation of the weather it will be most appreciated so when he says "VFR not recommended" it will be heeded instead of looked upon as someone crying wolf for the nth time. <...line break...> if it were possible to simultaneously have a briefer interpret the graphical weather i get from DUATS while i'm connected to DUATS, that i think would be the most effective briefing of all. thanks. |
| 2:22 PM | 2:44 PM on August 7 | 5000  | The FSS Specialist is a safety link to the National Airspace System. Any further deterioration and consolodation of these "LIVE" services is promoting a hazard that did not previously exist. The Specialist is my personal, uniquely American link to the successful outcome of EVERY flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2:28 PM | 2:45 PM on August 7 | 750   | I consider the LOCAL facilities to be critical, therefore, having personal contact with someone knowledgeable about the local geography and local weather are essential in helping me with my flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:22 PM | 2:47 PM on August 7 | 1900  | The equipment that FSS uses is obsolete and is in need of upgrading. The personnel are generally very helpfull but may have limited resources due to equipment or information. Sometimes my flightplans are lost in the system after being activated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2:40 PM | 2:57 PM on August 7 | 380   | Keep FSS inherently governmental!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2:56 PM | 3:10 PM on August 7 | 710   | Overall, they are very helpful and on a recent flight, the specialist was extremely valuable in getting to our destination. Couldn't have completed the trip without him helping me (VFR only pilot) through an area of weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:13 PM | 3:23 PM on August 7 | 150   | As I am a low time pilot and fly infrequently, I rely heavily on the experience of FSS personnel. They are an indespensable safety net for me and make flying a much more pleasurable experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:06 PM | 3:24 PM on August 7 | 2000  | Though I don't get to fly as much as I used to, I still rely on FSS to provide me with the current and forecast weather conditions. FSS has been a very valuable tool throughout my aviation career.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3:11 PM | 3:27 PM on August 7 | 20000 | all briefers have been very professional                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:12 PM | 3:28 PM on August 7 | 350   | I think automated services are great, but DO NOT substitute for human interpretation and interaction. I believe that one can get a much better and more useful briefing from a human briefer than from a computer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:56 PM | 3:33 PM on August 7 | 2000  | FSS have helped me fly with a greater margin of <...line break...> safety. I have always considered the FSS people <...line break...> to be on my team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3:06 PM | 3:34 PM on August 7 | 1900  | I have had good experience with FSS. You have to live abroad to appreciate how good the service FSS provides. I like Duats because I get a printable briefing which is the next best thing to a data link. I am a helicopter flight instructor who regularly travels between Utah, Arizona and southern California                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3:23 PM | 3:36 PM on August 7 | 6450  | About 30% of the time our flight plans do not get entered into the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:23 PM | 3:44 PM on August 7 | 1100  | Typically, I get my WX information off the internet. I prefer the ADD's and AOPA web sites over the DUATS service. Once I decide to make the flight, I call FSS for a briefing. The WX information is generally a repeat of what I already know, but appreciate when a knowledgable briefer gives his interpretations (opinions) of the WX data. I reley on FSS to provide me with NOTAMs. The only other source of NOTAMs I know of is through DUATS, but it always includes too many pages of unpertinent NOTAM information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3:07 PM | 3:45 PM on August 7 | 5189  | In my 50 years if flying, when I contact briefers by any means I have usually received cood useful information. Better recently because they have better information available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:36 PM | 3:46 PM on August 7 | 990   | I use DUATS first, and supplement with phone or radio calls in FSS to augment or update DUATS info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3:31 PM | 3:46 PM on August 7 | 4000  | OVERALL excellent. The rest of the U.S. government (including the FAA) could take a lesson in keeping their customers satisfied from the FSS system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3:30 PM | 3:50 PM on August 7 | 210   | Most of my inteactions with FSS have been positive; however, I always seem to be on guard to the personality of the briefer. Some are great but some seem to want to say as little as possible and just want to get you off the phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:37 PM | 3:57 PM on August 7 | 1300  | I contact FSS when I'm flying long distance, or the weather is iffy. If its a local flight on a gorgeous day, why call? <...line break...> TFR info is awful, so I go to the internet (especially the BLM site for fires). Worst problem is knowing where the President is to know where the TFRs will be (disruptive & unnecessary)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3:48 PM | 4:02 PM on August 7 | 1100  | closing or privatizing FSS is NOT the way to go!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:47 PM | 4:03 PM on August 7 | 3500  | When the flight service station closed at my home airport (MRI, Anchorage, AK) there was a noticeable change in quality of briefings. The breifiers in Kenai (where the AFSS is now) don't know the geography as well and are too busy to point you in the direction to find out like the Anchorage FSS was. If Anchorage didn't know Mcgrath very well, they had a phone number to either give you or call and you would have your answer. Kenai will only do this if they are not very busy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|---------|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3:44 PM | 4:04 PM on August 7 | 2916  | Do not eliminate any more FSS and consider adding additional FSS in areas where local conditions (weather, traffic, geography) make specialized knowledge and face-to-face especially valuable. Talkeetna (TKA) is a great example; safety demands a FSS on-airport both for traffic and for briefing pilots (local and transient) on mountain conditions and operations (Mount McKinley).                                                                                                                                                                                                                                                                                                                                                                                              |
| 3:51 PM | 4:09 PM on August 7 | 1000  | It's obvious when FSS_S is not a pilot: Brief is no better than DUATS. FSS_S/Pilots can remark on changing wx conditions, based on understanding of A/C abilities to avoid/penetrate wx vs NO-GO, often helping as my "Flight Release Officer." (Eg., is s/he S.A.F.E.?). Also, xxxMETs are not very helpful over the telephone when the pilot is unfamiliar with the ident corners! FSS_S/Pilots seem to understand this and often "translate" the area to relationship to proposed flight plan. (Online/Internet Wx Brief with shared data is an excellent idea. E.g., when I lived at GWO, that was best briefing always. Now living at GPT, telephone brief far less effective.) In my opinion, no other product can provide as effective a briefing as interactive w/ shared data. |
| 3:54 PM | 4:10 PM on August 7 | 1200  | Great job in keeping us pilots safe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:55 PM | 4:11 PM on August 7 | 900   | When local flight service stations were closed, "equal or better" services were promised. We are still waiting. FSS is only slightly better than nothing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4:00 PM | 4:13 PM on August 7 | 1500  | I have been extremely pleased with the level of service and competence at the FAI AFSS. I believe that removing the AFSS from this location would seriously impair the types of operations that are conducted in this region. This has been shown by the closing of another FSS in eastern Ak a couple of years ago. This is a very difficult area to give accurate weather briefings in, and it would severely reduce the accuracy of forecasts without human interpretation.                                                                                                                                                                                                                                                                                                          |
| 3:58 PM | 4:16 PM on August 7 | 117   | They are great, It is always good to hear a "friendly" voice when you need help. But flying low and slow I often have trouble getting a response on the radio. Especially in mountain regions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4:06 PM | 4:20 PM on August 7 | 350   | A great service....I would feel very unprepared without my regular Standard Weather briefing before every flight, as well as checking abbreviated weather/notams for returning flights. <...line break...> <...line break...> The service is directly related to flight safety and security. <...line break...> <...line break...> Thank you very much.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:48 PM | 4:24 PM on August 7 | 7100  | Flight Service Stations are indispensable to General Aviation. I feel most FSS's are slightly understaffed. More automation could help if it were in the right place. The DUAT's system could be improved by allowing more than 5 aircraft profiles (10)to be stored. The flight planning software could also be improved measurably by allowing basic choices of aircraft type when developing fuel planning profiles. The system is very good as it is, but could be improved. Above all don't lose flight service stations. I believe most flight service station employees try very hard to provide a very valuable service. I use them often and rely on them especially when weather or conditions are difficult to determine by other means.                                     |
| 4:12 PM | 4:29 PM on August 7 | 1500  | I rate performance as "average" because FSS is really the only game in town for me for their unique services. Thus, whatever they provide is "average." The FSS specialists are crucial to aviation safety, especially regarding the weather. The FSS specialists are crucial to pilots understanding the constantly changing TFR situation.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 4:07 PM | 4:30 PM on August 7 | 3400  | I strongly feel that manned FSS stations are a safety requirement in the region I work in. There have been several times that the local FSS specialist has provided me with information, while enroute, that has kept me both safe and legal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4:01 PM | 4:33 PM on August 7 | 1300  | I would like to have an email capability with the FSS Specialist to get graphical WX of my route of flight. DUATS is backup to FFS, I want DUATS to have graphical icing and freezing level graphics by altitude on line. Leesburg Rocks...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4:28 PM | 4:38 PM on August 7 | 1300  | I would like to see the remaining fss kept open with 24hr staffing. <...line break...> I feel that operations in AK require more fss and staffing due to the nature of flying there. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4:10 PM | 4:45 PM on August 7 | 1410  | An essential service to General Aviation particularly private pilots. The tougher the weather gets, the more expertise is needed. In addition, TFR's and National Security issues absolutely need personal interaction. Many areas have skinny sources of Wx and FSS is only way. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2:21 PM | 4:46 PM on August 7 | 335   | I have had really positive experiences with the FSS facilities that I have used. Generally, the briefers are friendly and helpful. They should work to make sure all briefers are consistent and do not treat the pilot as if he is a bother.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4:13 PM | 4:47 PM on August 7 | 1900  | I've been flying for almost 25 years, so my responses are colored by my conditioning (i.e. I expect the level of service I've always gotten). All in all, though, FSS does a good job. Some briefers are better than others, but the same is true of pilots. <...line break...> <...line break...> On DUATS: I'd use it more often if it were a little friendlier, but I still like talking to a human. I usually pre-brief via the Web - DUATS, ADDS, etc. - then call FSS for a sanity check. <...line break...>                                                                                                                                                                                                                                                                      |
| 4:09 PM | 4:59 PM on August 7 | 1200  | FSS's are great! A real live human takes the time to help me understand the weather, notam's, TFR's, and any other questions I may to enhance the safety of the flight. Some things are better done on-line, such as flight plan filing, but it's easier to visualize the "big picture" when you can dedicate all your energy to understanding (listening) instead of having to read, interpret, comprehend, and re-read text based weather. <...line break...>                                                                                                                                                                                                                                                                                                                         |



| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4:37 PM | 5:08 PM on August 7 | 10025 | Much of my flying is search and rescue for Civil Air Patrol. I strongly fear "privateization" will result in fees which will discourage filing flight plans and a serious degrading of flight safety. Too many don't use the service now and this can result in a 4-6 hour delay in starting search activities.                                                                                                                                                           |
| 4:05 PM | 5:16 PM on August 7 | 375   | POLITE, PROFESSIONAL, AND HELPFUL..I'M HAPPY                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:51 PM | 5:20 PM on August 7 | 11500 | Specialist (expert)in the loop is always required to meet all levels of experience - student to ATP. Local understanding of the geography and weather is essential to an accurate interpretation of data.                                                                                                                                                                                                                                                                 |
| 5:06 PM | 5:27 PM on August 7 | 485   | Have usually found briefers to be courteous and helpful. Would appreciate "prompts" from them to help me ask questions or request info I might not do on my own.                                                                                                                                                                                                                                                                                                          |
| 5:35 PM | 5:43 PM on August 7 | 500   | You need to include the ENA AFSS, AK AND JUN AFSS,AK AND FAI AFSS,AK AND ALL THE ALASKA FSS's. ALSO MCG FSS IS IN ALASKA NOT ARKANSAS                                                                                                                                                                                                                                                                                                                                     |
| 5:33 PM | 5:51 PM on August 7 | 340   | I would LOVE to have access to in-flight weather information more easily. Currently I am reluctant to change from the ATC frequency to get it because the area in which I fly is so busy. It is also difficult for me to listen to multiple radios (ATC & weather). How can I access weather info. without leaving ATC frequency? That would be a great help.                                                                                                             |
| 5:39 PM | 5:52 PM on August 7 | 520   | Competent, friendly humans.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5:40 PM | 5:52 PM on August 7 | 205   | I have been more than satisfied with the service I have received from each FSS. The personnel are nothing short of fantastic.                                                                                                                                                                                                                                                                                                                                             |
| 5:19 PM | 5:57 PM on August 7 | 218   | Sometimes it feels "cold" calling a wx briefer... not much personality (or very curt) on the other side of the phone. <...line break...> <...line break...> In most cases, they are wonderful and easy to work with, but in other cases, I'm feel almost discouraged from asking for "deeper" info or just more information in general.                                                                                                                                   |
| 5:48 PM | 6:10 PM on August 7 | 997   | The system works.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:54 PM | 6:13 PM on August 7 | 325   | FSS's do a great job! I feel sometimes that the specialists aren't given enough tools to do their job, and there may not be enough of them to be able to provide the level of services that we pilots need.                                                                                                                                                                                                                                                               |
| 6:01 PM | 6:24 PM on August 7 | 460   | It is the government so what they have to report has got to be the most up to date info that I can find anywhere. I base my life on what they have to say. To say I hope that we are on the same page when I take to my flight. they are good people and I enjoy working with them                                                                                                                                                                                        |
| 6:14 PM | 6:31 PM on August 7 | 3800  | Generally works well. Flight Watch is by far the most valuable service but sometimes hard to contact, especially in the Florida and south Georgia area.                                                                                                                                                                                                                                                                                                                   |
| 6:23 PM | 6:49 PM on August 7 | 6000  | Flight Service is an important part of the aviation transportation system. I use the computer, NWS radio broadcasts and weather channel the majority of the time. I use FSS when I cannot interpret the data or it is not available. Enroute I use FSS 100% of the time.                                                                                                                                                                                                  |
| 6:42 PM | 6:55 PM on August 7 | 12    | As a student pilot, I have been extremely happy with how FSS representatives have "held my hand" through all interactions I have had with them.                                                                                                                                                                                                                                                                                                                           |
| 6:53 PM | 7:16 PM on August 7 | 3200  | Too much editorializing (opinions) by FSS specialists. <...line break...> <...line break...> I now skip through 95% of Duats "weather" to get what I need - Metars, forecasts, Pireps and notams. Can no longer print duats report without creating a useless novel.                                                                                                                                                                                                      |
| 7:03 PM | 7:17 PM on August 7 | 500   | Mostly very helpful, and willing to prepare for a safe flight                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:05 PM | 7:20 PM on August 7 | 4900  | Throughout all my flying I have found the ABQ, Riverside and Reno FSS specialists to be extremely knowledgeable and friendly. The major problems I have always had are with Prescott FSS specialists. They are usually rude, impatient and consistency of services is lacking. This is the primary reason why I use DUATS on a more regular basis.                                                                                                                        |
| 7:02 PM | 7:22 PM on August 7 | 2500  | I have always found the FSS specialists to be very helpful at JBR, COU and IKK, and cannot think of a complaint I can make.                                                                                                                                                                                                                                                                                                                                               |
| 6:21 PM | 7:28 PM on August 7 | 5000  | FSS is extremely important in this part of the continent. To bad Anchorage does not have an FSS.                                                                                                                                                                                                                                                                                                                                                                          |
| 6:22 PM | 7:29 PM on August 7 | 250   | Give the FSS Controllers the most up to date equipment to better interpret the weather data. <...line break...> <...line break...> Use one flight plan database. So that all FAA facilities have access to my flight plan                                                                                                                                                                                                                                                 |
| 7:05 PM | 7:35 PM on August 7 | 283   | TFRs and notams over the internet are terrible to interpret. FSS specialists are very helpful in helping with this important task. The only thing lacking is perhaps a simultaneous graphical display of a TRF or prohibited area in conjunction with the personalized oral briefing of the FSS Specialist. I regard the FSS Specialist as an ally who helps keep me from inadvertently violating TFRs.                                                                   |
| 7:24 PM | 7:44 PM on August 7 | 3200  | About 50% of time I will get a courteous briefer. Also, I filed an IFR plan on 8/5 as LN588SA w/ PRC FSS/telephone from E91 - PHX and was not given the NOTAM of INW VORTAC being OTS. This is not acceptable.                                                                                                                                                                                                                                                            |
| 7:33 PM | 8:07 PM on August 7 | 600   | Quality of service varies considerably among briefers. Some our outstanding, most are good, but a few are unpleasant and unhelpful. They rarely ask about your aircraft's capabilities and equipment and I've never been asked about my skill level. Pireps should be requested routinely by Centers and ATC in poor/variable weather. Its not easy to give a pirep, especially when you need to go off-frequency. Controllers will usually accept them, but not happily. |
| 7:48 PM | 8:07 PM on August 7 | 1057  | applaud your services                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:57 PM | 8:09 PM on August 7 | 300   | Good Job                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 6:45 PM | 8:10 PM on August 7 | 9000  | Many times the specialist is only able to read me the weather off a computer screen. I can do that. Sometimes I need them to decipher what it all together really means to me while operating an aircraft. Many have no idea what an airplane is. Many are afraid to discuss opinions because of legal ramifications.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:09 PM | 8:20 PM on August 7 | 550   | I've been a pretty happy customer with FSS, except in the past year I've noted some degradation in the quality of some of the briefers. Many continue to give very good to excellent service and interpretation, but on too many flights, the data have been just wrong, which if I hadn't cross checked the data with other sources would have resulted in my launching into adverse weather conditions. In some other cases, the briefer simply did not give full information for a standard briefing.                                                                                                                                                                                                                                                                                                      |
| 7:57 PM | 8:21 PM on August 7 | 210   | Answering questions concerning "the past 12 months" is difficult (I had to use "0") as I've been flying an EXPERIMENTAL for exactly 12 months and have NOT done any X-country during that time frame even though on EVERY X-country I have made PRIOR and WILL make in the future will necessitate the need for an FSS "one on one" briefing like I've grown accustomed to over the years. So, even though I answered zero to some questions concerning "the past 12 months", I want it known that I ALWAYS use FSS when traveling X-Country.                                                                                                                                                                                                                                                                 |
| 8:05 PM | 8:25 PM on August 7 | 3150  | I prefer receiving weather briefings via the internet as I am looking at the raw source rather than taking notes during an oral briefing. I have more time to absorb and interpret the data myself. However, I use FSS for updates when a computer/graphical product is not available. In addition, I prefer FSS skills be developed by my students and prefer to receive a verbal briefing from FSS with the student listening in. One of the best experiences like this was when I called Hawthorne FSS, told the briefer I was an instructor with a student listening in, and the briefer gave a wonderful lesson on services available and procedures while he provided the briefing. Now THAT was a better learning tool than I could have ever provided on my own. <...line break...>                   |
| 8:23 PM | 8:40 PM on August 7 | 1980  | The Washington ADIZ has substantially changed my answers to your questions!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:01 PM | 8:43 PM on August 7 | 140   | I do not see much benefit in flight planning tools with FSS, flight planning is my responsibility. I strongly rely on FSS for weather and notam information, I cannot use electronic means of gathering data when I am hundreds of miles from home in Central Nevada at an untowered airport with nothing but a pay phone. Talking to a real human to help interpret the data goes a long way to make informed flight decisions. Also since I do a lot of flying around the Sierra Nevada mountains it is very helpful to talk with briefers familiar with the area and weather.                                                                                                                                                                                                                              |
| 8:33 PM | 8:46 PM on August 7 | 1200  | DUATS used without ability to confirm marginal WX with FAA/FSS/AFSS briefers will kill people!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:26 PM | 8:49 PM on August 7 | 3600  | On balance, FSS personnel do a commendable job. My only complaint is that, when I telephone the Miami FSS to file a flight plan, I frequently have to hold for an unacceptably long time -- sometimes in excess of 10 minutes -- especially in times of marginal weather. Facility seems to be understaffed. Otherwise, all the FSS's I deal with do a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:38 PM | 8:56 PM on August 7 | 1900  | FSS provides an invaluable function for GA. My major beefs with FSS is getting a decent briefer at Altoona. Elkins has one turkey. Leesburg and Raleigh are universally good. <...line break...> <...line break...> Flight watch is overloaded in the Leesburg area <...line break...> <...line break...> Briefers are universally doom and gloom. If I didn't fly everytime the briefer gave me a doom and gloom brief during the winter - I'd always be on the ground. <...line break...> <...line break...> <...line break...> <...line break...>                                                                                                                                                                                                                                                          |
| 8:41 PM | 8:58 PM on August 7 | 550   | In general have been very happy with interaction with the Prescott FSS, I also used the FSS in Michigan which was equally good quality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:03 PM | 9:15 PM on August 7 | 11500 | Since the FAA hired non-pilots to staff FSS the service is basically useless except for TFR's. They don't have a clue about the weather or local flying problems. They quote the weather and VFR flight is very seldom recommended. I fly both VFR for recreation and I fly a corporate jet. I get better weather from TV than from the FSS. They spend too much time covering their 6 than being useful. We could do away with the FSS and it would not be a loss.                                                                                                                                                                                                                                                                                                                                           |
| 9:01 PM | 9:26 PM on August 7 | 390   | I have not been able to file a IFR flight plan using Direct User Access Terminal System on a consistent. I end up having to refile with the cell phone to FSS everytime and during a storm it can be dangerous. It really needs to be addressed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:16 PM | 9:32 PM on August 7 | 600   | I am one of those pilots who learned 26 years ago, who has flown "by the map" for half my hours, who loves GPS, who still ticks off his map course line, and who relies on the friendly and efficient voice on the other end of the line, whether it be phone or radio -- I am fearful that privatization will deny me the absolute confidence that I have had for all these years in the FSS system. Safe transportation is clearly a federal function -- despite all the critiques of the computer systems and so on. Otherwise, what happens when a private FSS system becomes an Enron debacle -- or when someone tries to do pull a Meigs Field fiasco on a private FSS, because the money temptation was just too high? Keep my reliable voice on the other end of the line. <...line break...> thanks! |
| 9:02 PM | 9:36 PM on August 7 | 12055 | The staff at LAN FSS have been patient, helpful and friendly over the many years of my affiliation with them. Only a few of the other FSS stations have come close to being as good an operation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:23 PM | 9:39 PM on August 7 | 1200  | Very important to speak to A LIVE PERSON who can explain the different and changing weather patterns and can advise the pilot on go NO go matters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:24 PM | 9:40 PM on August 7 | 1100  | The quality of a briefing depends very much upon the particular FSS individual doing the job. Most are professional and excellent; there are a few who are rude and unprofessional, contributing to misinterpretation of data and poor decision making capabilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 9:15 PM  | 9:41 PM on August 7  | 750   | The only problem I have with Riverside FSS, is, I fly into Baja Mex frequently on missionary trips. Filing my flight plan[VFR] out of The US is a snap. Getting FSS to put my return flight plan into the computer is much more of a problem. I give them the info, and on approx 50% of my flights the info is not in the computer when I return. As you know a pilot only has to contact the appropriate flight Services 30 minutes before crossing the border if a flight plan is in the system. I own a Cessna 210. You can't raise San Diego Radio much before you pass San Felipe Mex. At that point I am 32 minutes from the border at Calexico. If I have to file in the air I have to wait one hour. |
| 9:09 PM  | 9:43 PM on August 7  | 340   | A problem using my cell phone when out of my area. I may want to talk with San Diego Radio, but while there, I get Oakland Radio because of my Cell phone's area code.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:34 PM  | 9:46 PM on August 7  | 145   | Most of the briefers I have experienced tend to be rude, in a hurry, seem put out when you ask them to repeat or explain an item. Therefore I was very happy to be introduced to DUATS. FSS interpersonal skills have much to be desired.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:34 PM  | 9:55 PM on August 7  | 2700  | I had a 200 mile flight on 8/6/03 that I was did not think I would be able to make VFR after looking at TV and Duat. FSS advised that I could so I went and it was fine. Later in the afternoon I called for the return briefing and was strongly advised to not go due to convective activity in my home area. I had planned on the need for a layover and asked how the next morning would be. I was advised that it would be great and it was... Excellent service!!!                                                                                                                                                                                                                                      |
| 9:43 PM  | 9:59 PM on August 7  | 2800  | Doing a great job from what I have experienced in the last 10 years. Thank you very much for your support and assistance!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:58 PM  | 10:08 PM on August 7 | 255   | The service I receive from FTW AFSS has been exceptional. However, the other services available to me in the DFW Area ie, TRACON, Tower have been well below norm catering to air carriers and ignoring General Aviation. FTW AFSS is our only contact in this area for General Aviation.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:51 PM  | 10:18 PM on August 7 | 515   | The greatest value of the FSS is to filter out the trash that is forced out of DUAT(S). For a local or short IFR flight I don't need 40 pages of weather warnings for around the world, flight warnings for international flights or combat zone information. I do need the local presidential TFR in graphic form. <...line break...> <...line break...> Put up a weather graphic that reflects vis and cielings in the forecast. I don't give a hoot about rain. I am a visual animal. <...line break...> <...line break...> Rayford K. Brown, LtCol CAP/USAF(Ret)                                                                                                                                          |
| 9:34 PM  | 10:20 PM on August 7 | 565   | When I am planning a trip of any distance, I rely heavily upon the FSS specialist to provide flight information and NOTAMS. Because this is their full time occupation, they are better at seeing the whole picture and interpreting weather information than I am. They give me information that I am likely to miss when I use the computer for flight planning.                                                                                                                                                                                                                                                                                                                                            |
| 9:56 PM  | 10:25 PM on August 7 | 480   | All of the FSS personnel I've worked with during the past several have been very professional and provided excellent service. The information conveyed by them was of high quality and valued.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:15 PM | 10:25 PM on August 7 | 300   | I think the GF FSS does a fantastic job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:59 PM  | 10:30 PM on August 7 | 17000 | Most flight service specialist do an excellent job. I am satisfied with the service they provide.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:20 PM | 10:38 PM on August 7 | 4000  | They do a great job. I wish there were more of them. There should be at least one FSS station in each State. <...line break...> <...line break...> Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:53 PM | 11:05 PM on August 7 | 850   | the men and women who work at the flight service stations that I deal with, are some of the best forecasters of Wx that I have had to deal with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:50 PM | 11:10 PM on August 7 | 845   | I know I can depend on ANB FSS to provide me with timely accurate data in a professional manner. <...line break...> I cannot rely on internet for 100% availability which is frustrating when attempting to obtain information required for flight planning. <...line break...> And above all it is nice to talk to a human being for a change rather than a machine.                                                                                                                                                                                                                                                                                                                                         |
| 11:06 PM | 11:24 PM on August 7 | 263   | they are great and useful, keep them going.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:04 PM | 11:25 PM on August 7 | 3550  | Retention of government provided FSS services funded as they currently are enhances safety of flight for all airspace users and benefits all the public. Any charge to pilots for this service would discourage its use and cause major deterioration of safety for all airspace users.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:06 PM | 11:26 PM on August 7 | 8506  | OVERALL, THE FSS FACILITIES ARE VERY PROFESSIONAL, AND HIGHLY REGARDED. I REALLY APPRECIATE WHAT EVER INFORMATION THEY PROVIDE AT ANY GIVEN TIME AND I HAVE BEEN FLYING FOR ABOUT 50 YEARS AND THERE HAVE BEEN MANY CHANGES, AND ARE A GREAT ASSET TO ALL PILOTS.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:08 PM | 11:33 PM on August 7 | 3876  | IT WOULD BE HELPFUL TO ME TO BE BRIEFED ON THE WINDS FIRST SO THAT I COULD VISUALIZE THE UP-WIND WEATHER AT THOSE LEVELS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:23 PM | 11:33 PM on August 7 | 2500  | Don't always need full departure Wx when VFR; also, when giving a PIREP on low VFR, it increases stress (is a safety hazard) to be told while in flight "VFR not recommended," which is little different from "you dumb shit"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| 11:25 PM | 11:41 PM on August 7 | 965   | I use the IKK FSS daily. They are great folks who have helped me stay out of trouble on many occasions. I have my students use it too. I use the internet to get a big picture of the weather situation, then get a phone briefing to get a professional interpretation of the weather. The human weather briefer is an important part of the accident prevention structure. I want my students and graduates to have a human briefer to work with, so please don't do away with the human telephone briefings !                                                                                                                                                                                                                   |
| 11:27 PM | 11:41 PM on August 7 | 8600  | FSS briefers in Seattle area are wonderful...great knowledge of the local weather. Very friendly bunch!!!! <...line break...> <...line break...> It would be foolish to lose these people to machines.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:55 PM | 0:14 AM on August 8  | 91    | Although automated weather is an excellent supplement to FSS, NEVER attempt to replace FSS personal interaction! Also...keep it free.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:04 AM | 0:29 AM on August 8  | 300   | With every call I have found the the briefers to <...line break...> polite, professional, knowledgeable and friendly. <...line break...> I am pleased with the system. I realize that it <...line break...> must evolve as the level of technology continues to rise, however we must not reach a point where <...line break...> we cannot interact with a human briefer. I find that during a briefing, I may have questions that I had not considered. Weather, being somewhat unpredictable, requires a briefer that is familiar <...line break...> with local areas and trends. Thanks                                                                                                                                         |
| 12:08 AM | 0:32 AM on August 8  | 170   | on DUAT/DUATS too much extraneous info not relating to my flight is dumped on me to digest, resulting in overlooking some info because of the abundance of hard to read data. A method to trim down info to only pertinent NOTAMS for MY flight. The NOTAMS need highlighted Key words and easier to read time frames. Coded info with the use of computers dont need abbreviated verbage -- if i request plain english it still does not come out easy to read. If I make a local flight I don't want overseas info, or TFRs that are elsewhere in the country. I would like to be able to go to a site and view the same data that the Briefer is looking at while I am talking to him/her. Thank you for asking -- this survey! |
| 12:09 AM | 0:34 AM on August 8  | 3100  | I had a superb briefing from the Terra Haute FSS specialist on 7 August 2003 at about 0830 EST.. It was well organized,and covered all important details in a concise manner.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1:48 PM  | 0:37 AM on August 8  | 5100  | Of all the shortcomings in information pertinent to flight planning and decision making for the pilot on the ground, the inability (or refusal) of ATC to relay critical information to FSS facilities from other pilots who report their flight conditions is the greatest. Making a PIREP to FSS in IMC is impractical, yet important information about actual flight conditions is bottlenecked at ATC. Making PIREPs on the ground after the flight is not timely and most pilots are too preoccupied with post-flight duties to make the call anyway. This link needs to be improved.                                                                                                                                         |
| 12:14 AM | 0:38 AM on August 8  | 3500  | I have ALWAYS found FSS personnel very helpful in getting around lines of severe weather and/or thunderstorms during a trip, both on the ground and in the air.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:19 AM | 0:49 AM on August 8  | 165   | Flight Service specialist are very helpful in guiding one through the process. As a student for my Private I didn't always know what to ask for or how to interpret some of the data I received on the web. The specialist would chime in with some "you may be interested in this" kind of help. I would imagine they will be just as useful when guiding me through more complex weather interpretaions as I move towards my intrument rating.                                                                                                                                                                                                                                                                                   |
| 12:46 AM | 1:06 AM on August 8  | 2800  | I really appreciate the free duats and cirrus breifings and flight planning resources. As a CFI I try to have my students use the system as much as possible. It is a good program.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:56 AM | 1:18 AM on August 8  | 25000 | I find the Flight Service Stations very important to me and my students.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:09 AM  | 1:31 AM on August 8  | 600   | AUTOMATED FSS WILL NEVER PROVIDE THE PERSONEL EXPERIANCE LEVEL FOR LOCAL AREA WEATHER PATERNS AND GEOGRAPHICAL TRATS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2:01 AM  | 2:21 AM on August 8  | 2100  | I find that consistency is the greatest problem in weather briefings. I call FSS via telephone more than I used to because it's the best way to get informations on TFRs. I use DUATS whenever I'm planning a flight from my home base, but depend on FSS via telephone when I'm out of town. Wven when home, I'll often call FSS for a briefing (particularly about TFRs) as a "cover-my-ass" backup. If weather looks good, sometimes DUATS is enough. But if weather is complex or marginal, I'll call FSS on the phone. That's when "interpretation" becomes important. I'm more likely to call FSS when flying to or through locations I'm less familiar with.                                                                |
| 1:55 AM  | 2:31 AM on August 8  | 1098  | It would be nice if local ATC folks would automatically close your flight plan like they do in Canada.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:35 AM  | 2:47 AM on August 8  | 290   | The services provided by Flight Service stations are very important to the low time general aviation pilot. Especially now that there are all these security areas to keep away from. There is no way this job should be contracted out to private vendors. It must be kept as a part of the federal government service!                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3:55 AM  | 4:26 AM on August 8  | 6900  | While having just textual wx info works well for my airline flying, the more limited options available while flying private, light aircraft are enhanced by being able to interpret enroute wx with an FSS specialist. They help me fill in the holes between reporting stations to evaluate safety and comfort enroute. Also, with the FSS at my home field, a personal visit obtains better information more quickly than using phone or internet services.                                                                                                                                                                                                                                                                      |

| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 4:53 AM | 5:11 AM on August 8 | 254   | One of the best features of the FSS system is the ability to call up on phone or radio with questions about information such as frequencies to use, interpretation of weather reports, and other useful but hard to find answers. That would be very hard to automate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:28 AM | 6:07 AM on August 8 | 15700 | my info is skewed by the type ops i do - part pleasure, part medical helo. so i have company flight following on the job, but do "relatives and friends" flight following for pleasure flights. i believe the FSS system we had in the 60's was a great help to safety, but we can get by with the limited service level today because of better internet-based weather info displays. <...line break...> <...line break...> the duat display of weather graphics on www.duat.com is minimal at best, hardly worth the effort compared to the competition.                                                                                                                                                                                                                                           |
| 6:28 AM | 7:00 AM on August 8 | 200   | FSS system and the personnel I have encountered are top professionals in their field and must remain an inheirently governmental entity to ensure maximum safety of flying public. Contractors utilize the least or barely qualified personnel available a majority of the time and are only interested in the profit margin all the time. In my pesonal experince as a military controller of 10 years, contract tower controller for over 3 years, a contract weather observer for over 3 years and currently an FAA employee I know this to be truth and fact. Safety can and will be degraded significantly if the FSS system is contracted to non-governmental systems.                                                                                                                         |
| 6:44 AM | 7:01 AM on August 8 | 500   | At PIE, most briefers don't realize that the pilots are the reasons for their jobs. There are several there that I simply shutter when I hear their voices. They are very rude and have no patience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:22 AM | 7:34 AM on August 8 | 1500  | We greatly miss the local FSSs from a few years ago. Those local specialists were most familiar with what was going on in their areas. However, having the DUATS to supplement a telephone briefing has helped quite a bit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:06 AM | 7:40 AM on August 8 | 800   | I generally use DUAT followed by a briefing to ensure I have current TFR info. However, when on a long trip I rely primarily on phone briefings as many FBO's don't have web access or the equipment is difficult to use. <...line break...> The main weakness I have seen in the system is in the quality of automated weather reporting- quite often I have seen favorable reported conditions surrounded by poor weather due to a hole in the area of the reporting station. Trained weather observers might provide a more accurate assessment of such conditions.                                                                                                                                                                                                                               |
| 7:30 AM | 7:44 AM on August 8 | 4000  | Do not privatize this system... I repeat, DO NOT PRIVATIZE this system... <...line break...> <...line break...> Archie T. Simpson <...line break...> Johns Island SC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:15 AM | 7:54 AM on August 8 | 3480  | I sometimes have difficulty contacting Flight Watch and/or Flight Service on 122.0/122.2. This makes PIREPS difficult and time-consuming while monitoring ATC on IFR flights. Maybe more remoted radio facilities would help.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7:37 AM | 7:58 AM on August 8 | 1700  | Louisville FSS has some of the finest briefers in the nation. It is not uncommon for me to pay for the call just to brief with Louisville personnel. They set the example for excellence in service and knowledge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:03 AM | 8:19 AM on August 8 | 450   | The Washington ADIZ hamstrung FSS and DUATS. The average telephone wait for Leesburg is 30 minutes on a weekend. Luckily, for me, I fly out of Leesburg, so I can walk in. I pity the rest of the Washington DC area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:19 AM | 8:34 AM on August 8 | 5600  | Flight Service Stations is a thing of the Past...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:14 AM | 8:36 AM on August 8 | 1015  | The more I use it, the more I benefit from it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:53 AM | 8:39 AM on August 8 | 520   | I value the FSS specialists that I interact with and they have saved my butt on several occasions by helping me select alternate routes. <...line break...> <...line break...> The biggest oppurtunity for improvement (at no cost) would be to have the briefers, who are doing the recorded briefings, speak clearly and not mumble. This goes for phone and HIWAS (I can't make out the HIWAS message at all and the prerecorded phone briefings are often spoken very softly). I know that as I age my hearing isn't what it used to be but my wife can't make out the messages either and she can hear perfectly. <...line break...> <...line break...> Please speak clearly and loudly - hold the phone by your mouth not under your chin and don't mumble....that would improve service 100%. |
| 8:18 AM | 8:44 AM on August 8 | 413   | The information and briefing i receive from FSS is good quality information. The DUATS information could updated more frequently. Most of the time when you use DUATS the information is usually 1 to 2 hours old and is no good to the pilot. in that case i switch to the FAA.GOV and use the avaition products their.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:28 AM | 8:47 AM on August 8 | 1800  | I have always had positive experiences with the FSS, I would like to see some better national security (TFR primarily) information available to the briefer, and a way to verify that a briefing was actually conducted, a tracking number perhaps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:26 AM | 8:53 AM on August 8 | 300   | Overall I've been very pleased with the service provided by FSS. Being based in the DC area, I am not happy with the long waits, usually on weekends, for a briefer. After holding on the line for 10-12 minutes, I've chosen to make flights based on Duats weather when I would have liked to discuss conditions with a briefer. I appreciate the oppourtunity to discuss alternative routings with a weather briefer when weather is questionable along the most direct route.                                                                                                                                                                                                                                                                                                                    |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 8:32 AM  | 8:58 AM on August 8  | 12000 | I normally file my IFR & VFR flight plans with the 1-800-WX BRIEF access. Duats provides an excellent service, but computer access to the web site is always questionable on my flying trips, so calling the local FSS is standard. I do use DUATS at the start of my trips, but then revert back to calling the FSS after I leave my home base. I was at the Macon airport yesterday, and noted that I could not enter the FSS building, so I had to call from a pay phone to file and receive a wx briefing. I was on hold for over 10 minutes waiting to speak to a briefer! If I had access to DUATS, I would have used it. |
| 8:48 AM  | 9:09 AM on August 8  | 16000 | Human contact and interpretation is a valuable and necessary adjunct to automated services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:12 AM  | 9:27 AM on August 8  | 320   | The briefers are usually great and do a good job but have been very stressed since the ADIZ rules. More cooperation with Homeland Security and 'getting on the same page' would help. Information is scarce and not always accurate on security issues. Need more briefers.                                                                                                                                                                                                                                                                                                                                                     |
| 9:23 AM  | 9:35 AM on August 8  | 83    | As a former Miami AIFSS specialist, I highly value the input of my former colleagues whenever I fly. I can't praise their professionalism enough.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:22 AM  | 9:40 AM on August 8  | 175   | The key to the FSS is that they are monitoring the weather over a period of time and can provide trends. A DUAT is a snap shot in time. Also TFRs change so much and so fast the only way to stay on top of these is via the FSS.                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:41 AM  | 9:57 AM on August 8  | 280   | I rely on Flight Service Stations to provide accurate, detailed weather data, and to interpret that data, to ensure that I have a safe, informed flight. I also look to FSS briefers to provide the latest and most accurate information regarding National Security issues such as TFRs and to give me the ability to have as safe a flight as possible.                                                                                                                                                                                                                                                                       |
| 9:50 AM  | 9:59 AM on August 8  | 235   | The briefers are knowledgeable, friendly, efficient and willing to answer questions that I may have. They have many tools and products available and have always adapted their information to my personal need. I depend on their expertise and experience and appreciate having the interaction that a personal briefing can provide.                                                                                                                                                                                                                                                                                          |
| 9:30 AM  | 10:02 AM on August 8 | 2011  | I HAVE BEEN A PILOT FLYING SINCE 1966, MY EXPERIENCE HAS BEEN MOSTLY IN TURBINE HELICOPTERS, AND MULTIENGINE LIGHT TWINS, VFR IN THE HELOS IFR IN THE FIXED WINGS, I BELIEVE THE CURRENT SYSTEM IS THE BEST IN THE WORLD, ONE ON ONE WITH A BRIEFER ALLOWS INPUT, EVALUATION, AND RESPONSE, THAT ONLY PEOPLE TALKING TO PEOPLE CAN OFFER, FLIGHT SERVICE BRIEFERS{PEOPLE} ARE THE BACKBONE OF SAFE FLYING IN A EVER CHANGING FLYING SITUATION, KEEP IT LIKE IT IS, MAKE IT BETTER, KEEP THE GOVERNMENT IN CONTROL STRIVE TO MAKE IT BETTER, ITS THE PEOPLE THAT MAKE IT WORK AND KEEPS IT FLEXIBLE THANKS                       |
| 9:55 AM  | 10:07 AM on August 8 | 502   | Biggest problem - getting through on the telephone when Washington & New York ADIZ in effect. <...line break...> <...line break...> DUATS flight plan filing is NOT reliable. After 4 flight plans lost in system, I ONLY file with FSS now.                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:57 AM  | 10:21 AM on August 8 | 500   | Ease of access to information right before flight is critical. Phones are ubiquitous, computers less so. I do my outlook briefing, TFR checks, weather checks, flight planning 2 to 3 hours before flight at home by computer. I always check in with FSS for any last minute weather updates and TFR info at the airport. I fly in the mid atlantic region. Almost every flight I hear someone on 121.5 getting busted over ADIZ/controlled airspace violations. Last minute updates are the only way I stay out of trouble. I can see weather, I can't see TFRs!                                                              |
| 10:20 AM | 10:34 AM on August 8 | 350   | I find most briefer's are NOT knowledgeable at all about aviation weather. All they want to do is read numbers and full sequences. I can read numbers myself. many briefers are still reading numbers in SA and FT format when we have been using METAR and TAF's for many years. It's time to change and teach FSS specialists how to BRIEF and not read.                                                                                                                                                                                                                                                                      |
| 10:22 AM | 10:35 AM on August 8 | 284   | Uniformly good service and excellent weather knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:26 AM | 10:36 AM on August 8 | 800   | Beware that I fly inside both the Washington ADIZ and the FRZ (formally) TFR. I am required to file a flight plan by phone with only the Leesburg FSS every time I fly. One plan to leave, one plan to return. Phone hold times can reach 1/2 hour before getting to a briefer. If you file via DUATS the FAA will take action against the pilot.                                                                                                                                                                                                                                                                               |
| 10:16 AM | 10:39 AM on August 8 | 5100  | Most of my flying is on an IFR flight plan. I always used DUATS to file, except when in a remote location where a computer was not available. Current security requirements force me to use the Leesburgh FSS when filing to or from my home airport (VKX). Wait times were intolerable when the ADIZ fist came; now they are usually acceptable. I do a lot of business flights with many flight plans in one day -- DUATS was perfect for this.                                                                                                                                                                               |
| 10:14 AM | 10:40 AM on August 8 | 3800  | Find a way for the phone user to input the destination airport and have the call routed to the appropriate FSS for the briefing. This would save time and the aggravation of having to look it up.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:04 AM | 10:48 AM on August 8 | 31    | i try and use them personally... i am not allowed to file flight plans as i am not pic for the CAP Flights that i go on... but i do get weather and other information from the Leesburg FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:41 AM | 11:06 AM on August 8 | 2500  | AbqFSS is a great facility and I always get a good response to all of my requests for service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:56 AM | 11:17 AM on August 8 | 200   | Have been pleased with quality of service I receive from Greenwood, MS FSS. I would like to commend them for their friendliness when called for briefings                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 10:26 AM | 11:23 AM on August 8 | 11225 | I like the way fss does its job. Sometimes there is not enough briefers if there is bad wx conditions. Therefore, the call should be forwarded to another FSS briefer at another facility afte 3-4 minutes or so. <...line break...> ALSO, it appears there may be some ammonsity from a certain wx (remote radio)facility because one does not always transfere the information to another when closing or opening a flight plan (VFR) in the air (with a remote radio facility.) <...line break...> I do not like being asked "Why did you file your flight plan with???" (I answer "because they answered the phone." I do try to be tackful. (Like I have any control on that.) <...line break...> Except for my previouir comment(which I consider a minor irritation), the wx briefing and Flight Services is excellent and go out of there way to help me make go/nogo and inflight decisions. <...line break...> Thank you for allowing me to participate in this (most important survey) <...line break...> DM |
| 11:26 AM | 11:37 AM on August 8 | 750   | Sometimes FSS, especially while in air, advises me not to proceed and will not provide much more info, especially within 50 miles of Towering Cu. <...line break...> <...line break...> Duats is too cluttered most of the times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:07 AM | 11:38 AM on August 8 | 2000  | The FSS system is the single most important tool for providing saftey of flight for the majority of pilots in the U.S. It is invaluable to the flying public in regards to area knowledge of local weather trends, terrain and operating procedures. The local FSS proved invaluable after 9/11 as the only reliable source of information as to procedures regarding flight restrictions, TFR's and any other regulatory procedures in effect in an ever changing environment. Their services, wether preflight or inflight are indeed absolutely necessary for the saftey of flight in this country. Many flight service controllers are pilots and all are highly trained and experienced in interpreting and presenting weather information to pilots in a very useful manner. Also search and rescue, notam information, in-flight and EFAS services are all necessary to the flying public.                                                                                                                       |
| 11:24 AM | 11:41 AM on August 8 | 13600 | TFRs are not up to date and pilots will get violated. FSS does not have any idea if a sports event is happening and where. If you fly out of town and dont read the local paper you will not know if a college football game, pro game, or outdoor event is affecting your flight. FSS does not know if there are possible wavers for an airport near a sports facility either. FAA and FSS needs to get it together.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:24 AM | 11:41 AM on August 8 | 4700  | Kept the telephone folks there for us. Flying from unimproved ares, the telephone is the only way for information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:12 AM | 11:47 AM on August 8 | 650   | Keep up the good work. <...line break...> <...line break...> Please DO NOT take the humans out of the FSS. I would HATE using all internet/automation based systems.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:39 AM | 12:04 PM on August 8 | 400   | I file 75-100 flight plans per month for my home based aircraft, and approx 5-10 for transients. I have had excellent services provided by Green Bay Flight Service. I also use them for my personal flying, with my husband, and have had excellent customer service. I have called ISLIP flight service to file international flight plans and have dealt with one briefer that was argumentative and unhelpful. (3rd shift) He also filed flight plans to the wrong destination, told me he did not receive flight plans (while I had an aircraft looking for a clearance, several hours after sending the data to ISLIP), and tried to argue why he should not help me.                                                                                                                                                                                                                                                                                                                                             |
| 11:50 AM | 12:04 PM on August 8 | 150   | I haven't flown much in the last year due to travel with my job, but have always received excellent service from the FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:07 PM | 12:17 PM on August 8 | 240   | Too often I am frustrated when I fly out of RYY when my IFR Flight Plan is LOST between FSS and RYY. It almost always seems to be the fault of RYY ATC, but is something that needs improving somewhere!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:03 PM | 12:24 PM on August 8 | 3680  | As a Pilot I use FSS for every flight I make. As an Instructor I require mu student to obtain a weather briefing/notams etc for every flight. <...line break...> <...line break...> Often personal knowledage of my level of experience, how my aircraft is equiped etc allows the briefer to recomend alternate flight routs, time windows etc. <...line break...> <...line break...> My opinion of FSS is that they play a big part in aviation safety. Each reduction of personal contact with FSS degrades flight safety. <...line break...> <...line break...> CFII-MELI <...line break...> MAPA Safety Foundation Instructor <...line break...> FAA Volunteer Safety Consuler                                                                                                                                                                                                                                                                                                                                     |
| 11:58 AM | 12:26 PM on August 8 | 2000  | All across the country I've found FSS contact invaluable; frequently the Briefer's knowledge fo the local area and weather has been extremely valuable in helping me plan a successful strategy to deal with weather, terrain or traffic issues. <...line break...> Prior to closing of the Memphis FSS, in person briefing was my preferred method of briefing and flight plan filing. I miss that. However, I appreciate the readily available radar now available at most FBOs and via wireless and on-line services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:20 PM | 12:28 PM on August 8 | 590   | ABQ FSS is wonderful. Helped me out in a weather bind and was very concerned for us as we battled weather on our way to PHX. FSS is great!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:12 PM | 12:28 PM on August 8 | 137   | Flight service station are a vital service. These professionals are highly skilled people who often times hold our lives in thier hands.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:53 AM | 12:28 PM on August 8 | 3000  | There are times I rely exclusively on the briefing I obtain from Flight Service. When I obtain weather info from other services, it gives me a great deal of comfort to back up that information by talking to a Flight Service Specialist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:12 PM | 12:39 PM on August 8 | 4500  | might consider more consolidation to cut cost of afss                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:26 PM | 12:47 PM on August 8 | 950   | The folks are only OK at interpreting the weather. <...line break...> By virtue of their liability they have to be overly cautious in interpreting the data, forcing us to be skeptical of their predictions, for example the thunderstorm warnings that are posted in the NW virtually all summer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12:23 PM | 12:47 PM on August 8 | 2500  | The one on one has been most satisfactory, and the specialists attentiveness to MY particular needs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 12:32 PM | 12:52 PM on August 8 | 700   | In my opinion, FSS is critical to my safe flight. While having a computer show you graphs and pictures is great, having someone who knows the area and the weather trends is much more helpful. <...line break...> I've had much better luck listening to them, than trying to guess from watching a satellite photo.                                                                                                                                                                                                                                                                                                   |
| 12:22 PM | 12:54 PM on August 8 | 5300  | The loss of CMH FSS with personalized services before flights is something I miss. Dayton is impersonal in their briefings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:49 PM | 12:58 PM on August 8 | 380   | Prescott is an exceptional FSS, Recently I took a student of mine there and he took a 2 hr 1on1 tour of the facility. Very good stuff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:04 PM  | 1:24 PM on August 8  | 4100  | FSS facilities are an invaluable source of flight weather and planning services. When active weather systems effect the route of flight, their expert interpretation is key to a safe flight.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:50 PM | 1:25 PM on August 8  | 1480  | I consider the FSS to be a very important part of my cross country flights. I know having FSS is expensive but I think they are necessary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:07 PM  | 1:31 PM on August 8  | 1500  | My one complaint is that whenever there is convention in the area they use the standard phrase "VFR not recommended". Most of those times I'm flying VFR instead of IFR just for the reason that I want to stay out of the convention activity. They should be saying "IFR not recommended without proper weather avoiding equipment" or something like that.                                                                                                                                                                                                                                                           |
| 1:19 PM  | 1:37 PM on August 8  | 62    | I contact a Flight Service Station prior to every flight to obtain up-to-date TFR notices and weather information. Flight Service Stations are an invaluable tool for protecting pilots from the TSA by providing up-to-date information on TFR's. In addition, Flight Service Stations provide a final weather check. On many occasions, the abbreviated weather briefing from the FSS differed from the DUATS weather briefing due to rapidly changing weather. Furthermore, the FSS was able to provide excellent interpretation of the forecast.                                                                    |
| 1:46 PM  | 1:58 PM on August 8  | 500   | It usually takes too long to get a Leesburg briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1:56 PM  | 2:08 PM on August 8  | 2500  | I always use the FSS for my weather, I am able to get the best weather from specialists and have it tailored to my needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:12 PM | 2:10 PM on August 8  | 800   | I use DUAT during all phases of planning, and use FSS only for immediate planning or filing flight plans. This is because of the long phone wait and the desire NOT to tie up a human briefer when I wish to spend time analyzing weather. DUAT gives me identical weather products, except with the bonus of being able to read ALL forecasts and observations (including histories) and even print them. DUAT also provides me with weather graphics (indispensable) and custom-configured aircraft flight models for planning. If FSS could provide these things, I would use their service equally or perhaps more. |
| 1:26 PM  | 2:13 PM on August 8  | 1000  | Many times trying to open a flight plan on the ground before take off, with a student and the student has told the FSS he is a student, the FSS tells him he can not open a flight plan on the ground and FSS gets upset with the student. I've gotten on the phone and talked with FSS about this and totally understand why they don't want to open it on the ground. But as an instructor I need to teach my students every thing I know and not to have him/her scared to use FSS. This has taken place at least three times with PRC FSS. <...line break...>                                                       |
| 1:48 PM  | 2:13 PM on August 8  | 151   | Almost everytime we call a FSS we get good information and they are friendly and helpful and pleasant to talk to. This really helps to make people more willing to call for information and file flight plans which is definately a good thing.                                                                                                                                                                                                                                                                                                                                                                         |
| 2:09 PM  | 2:27 PM on August 8  | 6800  | i feel that it is mandatory that we keep fss stations and people on board, i have tried to use duats to file flight plans and wx and nothing beats the knowledge and experience of your personel.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:08 PM  | 2:29 PM on August 8  | 480   | negative comments were not directed at quality of briefings, but rather, time spent waiting for a briefer while trying to fly in and out of the ADIZ and FRZ in DC. Some waits have been longer than 30 mins.                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2:24 PM  | 2:42 PM on August 8  | 260   | In general, I have always found FSS service to be very professional and helpful. I would not want to see much changed with the present system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:09 PM  | 2:56 PM on August 8  | 12000 | I find it extremely difficult to get "face to face" briefings any more. <...line break...> I like to read the weather charts myself, but am satisfied to read the computer weather in lieu of <...line break...> my own personal briefer. <...line break...> One special note the demonstration given to me at PIE FSS helped me understand how NEXRAD works. Thanks                                                                                                                                                                                                                                                    |
| 2:50 PM  | 3:15 PM on August 8  | 300   | My experiences have been good with FSS and I plan to continue to use them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:50 PM  | 3:26 PM on August 8  | 171   | All of my interactions with a flight service have been quite helpful in my preflight activities, as well as in-flight duties. <...line break...> <...line break...> I do DO NOT like the idea of having to figure in economics, (the privatization of flight services) as to whether I make a call for information, or legally proceed with out making a call, and save a buck/take a chance. <...line break...> <...line break...>                                                                                                                                                                                     |
| 3:00 PM  | 3:27 PM on August 8  | 750   | Need to improve the NOTAM system to better reflect runway and enroute conditions. The FSS can only provide information from the existing inadequate system.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



| Started | Submitted           | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 3:05 PM | 3:28 PM on August 8 | 860   | I think that FSS could be lots better. Right now they are in danger of being replaced by automated systems since the value they add is very limited. Things that I would fix ASAP are: <...line break...> <...line break...> 1. Improve telephone response time. Hold times are getting longer and longer. <...line break...> <...line break...> 2. Give FSS the same tools that we get on the net. Seems that when I get a brief I have better info from ADDS than they get on the FSS systems. That is not good. <...line break...> <...line break...> 3. Allow FSS to use more judgement. Many briefers try to talk folks out of flying or seem to be in CYA mode. <...line break...> <...line break...> 4. Add value on based on local knowledge. For example a briefier at Leesburg FSS should know that in order to fly to New England from the DC area IFR you can "only" go via LRP-V39-LHY ect or via V16-JFK ect below 8000 feet. They should also know the status of restricted areas in the Washington ARTCC area since Washington ARTCC is the controlling authority. This would add value and save \$\$ in reroutes |
|         |                     |       | and controller time. <...line break...> <...line break...> Local knowlege and skilled weather interperatation are the only value added components that FSS has. If they can not provide that then the FAA might as well centralize it to a single or a regional call center, reduce hold times to less than 3 minutes and spend the saving on hiring more controllers and improving the automated systems.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:29 PM | 4:00 PM on August 8 | 1200  | Flight Service Station services are good but were better years ago when there were more FSS's. The Specialists were more knowledgeable of local area weather, the waiting time were shorter, and the data was more accurate prior to the development of Automated Flight Service Stations. In my experience AWAS data is usually considerable inaccurate which leads to poor forecasting accuracy and creates safety issues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:36 PM | 4:17 PM on August 8 | 520   | Personal breifings by a knowledgable attendant are very important. It gives a confidence in receiving the latest information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4:21 PM | 4:37 PM on August 8 | 4500  | I consider the need for timely information about notams, especially TFR's to be one of the most useful bits of information that the FSS can provide, next to, of course, interpretation of the weather. We can never get enough information about what the weather is doing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4:20 PM | 4:46 PM on August 8 | 5500  | FAA does not adequately train FSS specialists. This results in poor application and presentation of weather information. This is a major reason I use DUATs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4:08 PM | 4:48 PM on August 8 | 1120  | Many enjoyable experiences with briefers. They are invaluable for interpretation. Enjoy the technological advances as well. The more sources available to cross-check with, the better. I wish ATC would ask airline pilots for more PIREPS and forward to FSS. Most recent actual observation is always better. FSS provided airport web cams would be useful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4:26 PM | 4:53 PM on August 8 | 5000  | Lan FSS does a very good and timely job. Like any other occupation, quality can improve with experience, not all briefers are equal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:59 PM | 5:11 PM on August 8 | 1200  | I'm a frequent and happy customer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:31 PM | 5:14 PM on August 8 | 5270  | Because National Security requirements of the Washington, DC area require the use of Leesburg FSS, they are very busy, especially on a VFR weekend, and the waiting time for a briefing many times becomes quite long.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 4:56 PM | 5:17 PM on August 8 | 16500 | Most of the people have ben very helpful and professional. What I wish to receive whenn I call in is what the WX is doing. There have been a couple of times when a briefer hss started out by telling me that they " woouldn't go flying " that day. I hate to have to jump on them to Just tell me what the WX is doing and i will make the decision on whether to fly or not.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:19 PM | 5:45 PM on August 8 | 480   | Like I stated above.I have a hard time getting a hold of FSS while I'm in flight.May be it's me and I don't have the right frequency.When I do get a hold of them they are usually great.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:31 PM | 5:45 PM on August 8 | 290   | I was trained to make good use of FSS services, and have always found a professional specialist to be on the other end of the line. <...line break...> As well as the system currently operates, I would hate to see any changes applied to the FSS system except for updating of equipment. <...line break...> I have experience flying in Europe, and found myself to be quite surprised by the poor levels of service available there. Our system is certainly the best, and to break something that works this well would be a travesty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:40 PM | 5:53 PM on August 8 | 75    | I have only been a private pilot for a short time. The service provided to me by Anniston FSS has proved priceless. The fact that this service is even provided much less free of charge (directly) is amazing. The men and women of AFSS serving Central Alabama and surrounding areas are extremely professional and helpful. I know they will never read this but they do a job no computer can do. Without them general aviation would not be as well served and the level of safety would drop tremendously.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5:39 PM | 5:54 PM on August 8 | 246   | In general I have found most briefers very helpful with all areas of the services provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5:44 PM | 6:06 PM on August 8 | 450   | The FSS people in the Seattle area always do a great <...line break...> job. I notice at times though the Remote frequencies to Seattle Radio can be pretty busy when <...line break...> trying to close a flight plan on the weekend. (ie. <...line break...> Bellingham).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5:56 PM | 6:14 PM on August 8 | 3500  | I think they provide a valuable service; however, I prefer to use DUATS and make my decisions based on raw info. Most of my direct contact has been ADIZ related when I've chosen to fly VFR. I have found wx interpretation is generally geared to private pilot, VFR not recommended, types. Often very hard to get good info at a level of detail necessary to make good decisions in iffy conditions. On the other hand, if no computer is available, FSS is far better than TV if any significant wx is present.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:41 PM | 6:15 PM on August 8 | 675   | I am very grateful and continually impressed by FSS services I have obtained. I'm sure information given (especially when not even considered or asked for by me as would be the case when a fully automated system were in place) has already saved my life a few times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:53 PM | 6:21 PM on August 8 | 900   | I find that information about MOA's in the next FSS area that is not the one I'm briefing with is not easy to get.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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| 6:13 PM  | 6:38 PM on August 8  | 12550 | Very pleased with the service provided by the Raleigh FSS. Think being able to ask questions about different flight options is invaluable both for me and for my students, and other low hour pilots. Automation is ok and helpful in seeing radar and satellite pictures, but has a long way to go to replace the one on one direct contact.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7:12 PM  | 7:26 PM on August 8  | 3800  | FSS specialists due an outstanding job for the general aviation community in particular. In general we do not have access to the complex and very thorough systems that the airlines and corporate pilots do. The ability to speak with someone that is familiar with the local area in terms of procedures and weather is invaluable. We need this system!                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:51 PM  | 7:29 PM on August 8  | 4922  | I am very pleased with the quality of service I receive from Flight Service. I believe a good reliable briefing is most important in preflight planning. I usually ask what they see on their radar in the area I will be flying in.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:55 PM  | 8:11 PM on August 8  | 370   | Prescott FSS has been wonderful. Every time I have contacted them I have gotten great information as well as a personalable briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:46 PM  | 8:18 PM on August 8  | 898   | Every time I use FSS ,I have been well imformed,and treated nicely and sometimes with a sense of humor!They make filing a IFR plan easy,also prevent any routing errors,before they are in the system.Its much safer to have a knowledgeable person help in the decision of go/no go,rather than a novice trying to read a weather chart and make that decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:27 PM  | 8:49 PM on August 8  | 650   | I can not imagine how much more dfficult my flight planning would be without the availability of FSS facilities. I'm not sure the risk of flying would be acceptable without the services of the people who work there. They have my sincere thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:14 PM  | 8:55 PM on August 8  | 140   | FSS is a great asset for pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:23 PM  | 8:55 PM on August 8  | 750   | All in all the FSS is a very professional organization, with the people I talk to being polite and helpful (most of the time). When someone w/FSS is having a bad day and they get short or rude, it really spoils things. It doesn't take many bad experiences to turn people off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:44 PM  | 9:02 PM on August 8  | 150   | Leesburg AFSS has coped reasonably well with the local ADIZ, as has Potomac Tracon. However, there are still long waits (10 minutes or so) for a briefer. The Fast File function is a good tool for filing just for flights in and out of the ADIZ.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:52 PM  | 9:13 PM on August 8  | 780   | FSS has always provided me with the services that I need. <...line break...> <...line break...> Thanks,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:02 PM  | 9:14 PM on August 8  | 127   | I am routinely impressed with the professionalism of the FSS personnel I deal with. But the NOTAM system they are saddled with is hopelessly, completely screwed up. When I try to find out if I'm going to get shot down flying over DC, the darn thing tells me about laser light shows in Nevada and how I shouldn't fly to Iran this month. And it does so in ALL CAPS for no apparent reason. Please, I beg you, figure out a way to get notams fixed.                                                                                                                                                                                                                                                                                                                                                                              |
| 8:48 PM  | 9:18 PM on August 8  | 1460  | I have been flying for 42 years and have been helped immeasurably by the expertize of the specialists I have delt with at both Detroit FSS, <...line break...> but have been most impressed with Lansing FSS. <...line break...> I have never dealt with better, they have never failed me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:13 PM  | 9:28 PM on August 8  | 2900  | Many times I call FSS I have specific requests for information and I get a lot of extraneous information. That wastes everyone's time and clogs up the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:26 PM  | 9:43 PM on August 8  | 3450  | I am a strong supporter of Flight Service Stations and would like to see improvements in response time, and at least a briefer with an understanding of weather specific to an area. We took a big hit in the snow belt in Western NY when Bradford (BFD) was closed. They understood lake effects snow and how weather at two locations 15 miles apart could be totally different.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:23 PM  | 9:45 PM on August 8  | 550   | Lansing FSS has provided the most complete and friendliest service of all the FSS's I have used.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:33 PM  | 9:57 PM on August 8  | 260   | The thing that I would like to see the most is greater interaction between FSS and ATC. When I am in constant contact with ATC during a flight, it would be nice if FSS could use that contact to conclude that I am still in the air and not in a position requiring rescue operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:38 PM  | 10:00 PM on August 8 | 4500  | FSS is a huge and to me required group within the FAA that meets many necessary needs for GA pilots. From what I hear, if this is privatized and GA pilots are left to pay for their services, many problems will result. And since they provide a majority of the filing of flight plans, the last thing you want to do if force pilots not to file a flight plan before the flight. They will contact a friend and let them know what their plans are and leave it at that. And more than likely pick up an IFR plan while airborne only when it is absolutely necessarily. Which from a security aspect is not a direction you want to take.                                                                                                                                                                                          |
| 9:41 PM  | 10:02 PM on August 8 | 440   | Overall, I am very pleased with the assistance provided by Elkins Flight Service Station. Their service and information is extremely important because, not only is Maryland weather sometimes unpredictable, but also flying within the D.C. ADIZ requires timely and accurate interaction with FSS. Asside from weather reports, the most important service that Elkins provides is filing my ADIZ flight plans properly. I'm pleased to announce that my ADIZ fligth plan has never been lost when filed with Elkins. However, my flight plan has been lost when filed with Altoona. When circling outside the ADIZ, the last thing pilots want to hear ATC say is "no flight plan on file." Therefore, I am grateful for Elkin's service. Thank you, and I look forward to many more years of reliance upon your expert information. |
| 9:31 PM  | 10:05 PM on August 8 | 3185  | They do a darn good Job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:05 PM | 10:27 PM on August 8 | 2700  | I no longer (past 5 yrs) usse DUATS. Old slow 'dont make a mistake!' program! FSS is the only way to fly. Green Bay and BNA are best.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 10:14 PM | 10:28 PM on August 8 | 150   | These people are an invaluable part of the NAS. I need them on EVERY flight I make. I hear many pilots calling for inflight assistance. There are too few people to help with this. Weather is dynamic and a brief is only good as far as the end of the runway. But the help I receive allows me to get to my destination.                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:19 PM | 10:35 PM on August 8 | 2030  | The FSS personnel provide a great service and are always friendly and helpful                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:36 PM | 11:01 PM on August 8 | 10350 | Thank you very much for these services. You make my flying career easier due to these services. <...line break...> <...line break...> Rick Tutt <...line break...> 2692936 CFI <...line break...> Stockton, CA 95269 <...line break...> airrj@inreach.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:40 PM | 11:03 PM on August 8 | 6000  | I think mmv afss and rancho afss do a fantastic job both on the phone and radio. Oak afss has longer wait times and seems less "happy to help". I also feel local knowledge is very important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:39 PM | 0:19 AM on August 9  | 725   | I feel that I get the most complete information from a FSS specialist rather than internet sites. I get my briefings in person whenever visiting an airport with a FSS on the field. It helps to see the screens during the briefing. Unfortunately increased security has made walking over to the FSS a little more difficult. I couldn't even figure out where to go at BNA. The FBO's weather was inop and I really would have liked to have seen the radar at the FSS. I did receive a good telephone briefing and avoided the storms. Nashville FSS is excellent and I would have liked to had my briefing in person. Just say NO to complete automation!                                                                    |
| 12:18 AM | 0:41 AM on August 9  | 17000 | In recent years, I fly primarily VFR. Flight Service Stations have been perfectly capable of providing me with needed services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:32 AM | 0:45 AM on August 9  | 2000  | Flight Service Stations are a vital segment of the air traffic system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:22 AM | 0:46 AM on August 9  | 21700 | All FSS briefings received have been concise and well presented. Always try to provide PIREPS as often as possible enroute, especially winds aloft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:26 AM | 0:49 AM on August 9  | 2000  | I am 100 percent satisfied with the services provided by the FSS stations currently in use. I do not feel the need for change is warranted at this time. I do believe more qualified staff with the FSS stations would make a world of difference with the work load these people are being faced with.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12:21 AM | 2:54 AM on August 9  | 165   | I am very pleased with flight service. The service provided is invaluable here in Alaska.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 12:28 AM | 6:42 AM on August 9  | 1250  | LANSING IS THE MOST POLITE/FRIENDLY FSS I HAVE EVER DEALT WITH.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:49 AM | 7:21 AM on August 9  | 600   | When I am trying to reach point A from point B I need to know the best way. I do not want to hear "vfr flight not recommended" ... I just want to know the specific facts as to where I can expect what. Some of the most valuable reports have been those that gave me a suggested route or gave me info as to base of cloud and tops of clouds. Focus not on the clouds but the holes or spaces in the clouds. Get me there ... safely ... Thanks to all at FSS and ATC... God Bless you !!!                                                                                                                                                                                                                                     |
| 12:00 AM | 7:44 AM on August 9  | 5139  | The delays getting through to a FSS specialist are very frustrating. Typical waits before getting service run well over 5 minutes and often run over 10 minutes. After reaching a specialist the level of service is inconsistent. Some specialists are well trained and efficient. Others take an inordinate amount of time to deliver service, and often deliver substandard service. My experience is that doing business with FSS is time consuming and inefficient. I avoid doing business with FSS unless I have to. <...line break...>                                                                                                                                                                                      |
| 12:29 AM | 7:48 AM on August 9  | 2000  | There has been a real problem in the DC/Balto area with the ADIZ. The computer system doesn't handle ADIZ flight plans well. I fly from a private field in the ADIZ. over 50% of the time there is a problem at Potomac TRACON because of the way FS must file the "ADIZ" in a system set up to handle IFR and VFR flight plans only.                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:35 AM | 8:09 AM on August 9  | 2000  | Services would be improved if AFSS functions were privatized. The current system is not cost or performance effective because of typical government employee attitudes. Government employees are not held accountable for job performance as they would be in the private sector. The average AFSS salary is between \$75,000 and \$80,000 dollars a year, that's a lot of money for the type of work they are expected to do.                                                                                                                                                                                                                                                                                                     |
| 12:22 AM | 8:41 AM on August 9  | 200   | I really appreciate the availability and assistance I receive from FSS, as they are my primary go/no-go tool as regards current weather and flight situation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:47 AM | 8:52 AM on August 9  | 511   | I have used FSS for many years, and have always been satisfied with the service I've received. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:25 AM | 9:03 AM on August 9  | 7702  | I fly corporate aircraft and it is a comfort to have a live person to talk to when I need help. These people are under-staffed. Computers CAN NOT do it all. For example, when I have problems with customs related issues, I know I can contact FSS and get help, either by phone or radio. When center controllers spit out sigmets or "center weather advisories" they talk so fast I can't follow them when I'm in an unfamiliar area. At that point, I always know I can call FSS in the air and get the information I need. If this survey is so that the FAA can get rid of real live humans and automate everything, I want to say that will be a huge mistake. I rely on the folks at all the FSS stations around the US. |
| 12:58 AM | 9:17 AM on August 9  | 3000  | To many disclaimers for weather - "marginal VFR, VFR flight not recommended". No room for interpretation of local weather knowledge or obvious trends from looking out the window. It seems that briefer must not interpret current weather but can only repeat the wx forecasts that may be up to 12 hours old. They need to be trained and allowed to interpret wx trends. Also, I am not confident that they have current TFR data. All the FSS representatives I have spoken to are courteous and try to be helpful. I would hate to lose the ability to talk to them in flight when I have no other current source of information.                                                                                            |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 9:18 AM  | 9:41 AM on August 9  | 300   | Overall I am very happy with my experiences with the FSS. However, the NOTAM system requires major improvement. The NOTAM delivery system needs to be web based so I can enter my departure, route and destination and receive all the NOTAMS applicable to my flight. The NOTAM data bases need to be directly accessible. DUATS is nice, but it sometimes doesn't deliver all the NOTAMS I need, especially national security NOTAMS (TFRs).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:26 AM  | 9:50 AM on August 9  | 1700  | I strongly prefer human interaction at the FSS. It's easier and better to ask follow on questions or get further explanations. While subjective, you can also get their opinion as opposed to cold hard data on the screen. I also strongly prefer a local/regional FSS, with personnel who are familiar with the local area, its airports, its traffic patterns, and its weather patterns. If available, I would routinely use in-person briefings. The only reason I don't is because my home base is 100+ miles from the local FSS. When at that airport though, I routinely stop in for in-person briefings. I see two negatives with FSS on a routine basis. First, briefers rarely brief to my level of experience (a 1700 hour commercial, instrument, flight instructor). They generally brief with a more cautious manner to a low experience level. But, they don't ask my experience, and I don't usually inform them up front. Once I identify it, they tend to brief to it. Perhaps it should be a question they ask, or be added to the format for pilots to provide. Second, some briefers frequently switch between zulu and local time. |
|          |                      |       | I can keep up with it, but it may be difficult for less experienced pilots. All in all, I am pleased with the level of service from FSSs. I would like to see more automation available, but not a shift away from human interaction. I would strongly prefer the retention of local, or at least regional, FSSs, to retain the local experience and familiarity. I would be strongly opposed to a shift towards a centralized, automated facility. Lastly, commercial outlooks are great supplements, but I think FSS-type services should be provided by the government, for consistency and regulatory purposes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:37 AM  | 9:56 AM on August 9  | 150   | The more I use FSS the more impressed I become. Originally I was intimidated by the interaction, however, as I increasing in flight time and experience with FSS interaction I continue to become more impressed with service levels and the important role they play in providing quality service on the ground and in the air.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:31 AM  | 9:58 AM on August 9  | 1070  | Am opposed to further curtailing of current system. Would like to have all AWOS/ASOS stations linked to FSS. Too many current blank areas not having reporting stations. Automated services seem to break down when needed. Mountains seem to create own weather patterns and currently no way to accurately report their weather without PIREPS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:37 AM | 10:58 AM on August 9 | 200   | On my student long crosscountry, the briefer advised me on the characteristics of the fuel gauges on the Cessna that I was flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:34 AM | 11:08 AM on August 9 | 2900  | 1. As well as instructing in Radio-equipped a/c and flying CAP SAR Missions, I fly NORDO J3-Cub on "long" (for Cub) cross-country flights (100 - 150 miles, into/across Appalachian mountains). FSS willingness to accept and activate NORDO assumed-ATD flight plans is ESSENTIAL to my comfort-level on these flights, because (as a practicing CAP Mission Search Pilot) I know that - if I go down - failure to properly activate that flight plan will likely delay SAR activation for 12+ hours and place my life at considerable risk. PLEASE maintain that capability, and emphasize to FSS staff how important it is, regardless of its rarity! 2. As NORDO pilot operating around Washington TFR and P40, timeliness of FAA distribution of TFR and P40 NOTAMS is also ESSENTIAL to the continued well-being of my license! I do my part by calling FSS to check NOTAMS, 30-60 minutes before departure; it is unreasonable for FAA to create hole for me to fall into, by filing proscriptive NOTAM less than 2 hours before NOTAM impacts my route of flight! It is equally unreasonable for FAA to argue that I should                      |
|          |                      |       | call FSS again to check NOTAMS immediately before takeoff, because it is impossible to hear anyone on cell-phone from cockpit of an idling J3-Cub!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:03 AM | 11:26 AM on August 9 | 1100  | I'M DISAPPOINTED I CAN NOT WALK IN TO FSS ANYMORE.SINCE 9-11 THEY HAVE PUT UP A FENCE AROUND FSS/PIE. MY WIFE AND PASS. USED TO ENJOY A VISIT AND SHE FELT BETTER FLYING WHEN SHE COULD GO IN TO THE FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:12 AM | 11:33 AM on August 9 | 50    | The services provided by Automated Flight Service Stations is priceless. The information they provide is very dynamic, it constantly changes because the weather changes. Without this service safety would definitely be compromised. They are friendly and professional.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:22 AM | 11:41 AM on August 9 | 14000 | FSS needs to REOPEN face to face brief offices instead of the mega centers in middle of NOWHERE!...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:28 AM | 11:44 AM on August 9 | 23000 | I find that the remote Flight Service Stations have the most knowledgeable and helpful personnel. They take a personal interest in providing you the information that makes for safe flight. They are the people that can actually look out the window and see what is happening in the environment that we are operating in.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:41 AM | 12:02 PM on August 9 | 485   | I especially value the briefers when flying in an unfamiliar area due to their knowledge of local weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11:57 AM | 12:14 PM on August 9 | 275   | For the work load that these people encounter, they do an excellent job!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:00 PM | 12:26 PM on August 9 | 22200 | Radio contact is sometimes difficult due to coverage and confusion of which frequency to use. <...line break...> <...line break...> Broadcasts on the hour have become useless. Much better to keep the frequency clear for comm.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:11 PM | 12:34 PM on August 9 | 4400  | Ever since the ADIZ flight planning requirement around DC, it seems that Leesburg FSS is short-handed. I usually find myself on hold, waiting for Leesburg for more than 4 minutes, this is why I file the majority of my flight plans online. I will sometimes call Elkins or Raleigh's 888 numbers to get away from Leesburg's bottlenecking of the process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Started  | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------|----------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12:22 PM | 1:27 PM on August 9  | 287   | My personal experience with FSS has been very positive. This might be one of those things <...line break...> that doesn't need fixing or tinkering.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:50 PM | 1:27 PM on August 9  | 1659  | We fly out of PWG which is very close to P49 <...line break...> FSS is a must for current TFR info <...line break...> When the President is here in Crawford <...line break...> TFR's change often in Size and Scope                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:17 PM  | 1:47 PM on August 9  | 2250  | I appreciate the convenience of contacting the FSS system by telephone, the fact that I can get the specific information I need and the comfort of being able to communicate my specific needs to a person.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1:44 PM  | 2:11 PM on August 9  | 4000  | Due to inconstiant availability of DUATS (their system failures) and lack of web connections in most FBOs FSS phone connecions extremely imporant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:39 PM  | 2:21 PM on August 9  | 195   | Outstanding. Overall, the professionalism of the Flight Service Specialists is very high. It is very rare when a specialist is not completely engaged in the providing of information. On one occasion I called FSS regarding incomplete information provided to me during a briefing. There was a prompt and professional follow-up regarding my concern. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:25 PM  | 2:50 PM on August 9  | 1500  | I feel confidant and safe when I receive information from the FSS!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2:55 PM  | 3:13 PM on August 9  | 1200  | These people are dedicated professionals that I literally trust with my life to a certain extent. The FSS system is NOT BROKEN, please leave it alone. Make it better, but do not throw it out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4:18 PM  | 4:42 PM on August 9  | 300   | One item comes to mind: when they tell me that there is light or moderate turbulence (or chop), I always have to ask if this is for a Cessna 172 or for a 747. they should be just a little more descriptive on this type condition.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:47 PM  | 5:15 PM on August 9  | 1100  | THEY DO A VERY GOOD JOB.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5:07 PM  | 5:41 PM on August 9  | 396   | Flight Services Specialist who are also pilots seem to have a better appreciation for the needs of the person in the cockpit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:32 PM  | 5:49 PM on August 9  | 3400  | Generally, I find FSS to be quicker in response and a lot easier to understand than DUATS. Also, the interaction allows one to ask questions for a better understanding of what is happening and also to direct the briefer to the area of specific interest.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:48 PM  | 6:15 PM on August 9  | 1290  | Some briefers tend to provide information not pertinent, such as information useful only for VFR when filing an IFR plan, or providing TFR information 150 miles from the filed route, or weather not close to the route. Many briefers are excellent, some are long-winded.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6:02 PM  | 6:19 PM on August 9  | 1450  | Flite service stations have always provided me <...line break...> with accurate up to date information <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6:09 PM  | 6:20 PM on August 9  | 1500  | I have used FSS services for many years and am very happy with their work. They know there local area well and are very professional and courteous. They explain Notams and weather data to me. And theya are very good at interpreting TFR data since 9/11.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:41 PM  | 8:01 PM on August 9  | 300   | I am pleased with the services provided by flight service stations. however, my responses may be skewed as i fly from one of the dc3 airports. due to national security issues, i have to contact fss every time i fly and file a "flight plan". most of my flying is for less than 3 hours and is within 100 miles of my home airport. therefore checking the weather channel for weather would be fine for these local flights but since i have to contact fss i will get a weather briefing from them. hence my responses to these questions would be totally different were it not for the national security issues at these dc3 maryland airports.                                                                                                                                                                                                                                                                           |
| 7:49 PM  | 8:08 PM on August 9  | 2780  | I have been more than satisfied by the performance of the Seattle FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8:37 PM  | 9:02 PM on August 9  | 1000  | I've been flying twenty years approximately. Rarely have I found FSS contact less than very helpful. Overall, I think the best types of improvement and reform will involve use of computer and internet to prepare pilots better for actual FSS briefings..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:52 PM  | 9:08 PM on August 9  | 10100 | Overall the FSS's do a pretty good job. I couldn't do my job with out them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:27 PM  | 10:01 PM on August 9 | 324   | I appreciate the FSS briefer's ability to make sense of textual weather. I have to slog through it on DUATS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:44 PM | 11:06 PM on August 9 | 17025 | Flight Service Stations are an invaluable resource for all pilots. Was disappointed when they reduced their numbers and can only wish to gain some back in remote locations. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:10 PM | 11:28 PM on August 9 | 275   | Greatly appreciate the work of the briefers. On the radio encounters are more strained for some reason than telephone briefs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:36 PM | 0:26 AM on August 10 | 300   | Most briefers are friendly and helpful and present the information in a conversational interactive way and at a speed that it can be copied. A few however rattle off the data very fast and seemingly with very little interest in the fact that you are about to launch into a three dimensional environment and need to receive the information at a pace at which it can be transcribed and digested and discussed if necessary. As a pilot I want my briefer to make me feel like he/she has the time to spend with me and has a real interest in my safety. Just like I want my doctor to interact with me so I don't feel rushed out of the office without the time to absorb, think, and ask questions about my health. My briefer is my first lifeline. The one that most influences whether or not I make a flight and once I'm in the air how well prepared I am for the weather and other things that I'll encounter. |
| 12:13 AM | 0:36 AM on August 10 | 4000  | I have been flying for over thirty years and I have always felt that the services provided by FSS have been premium quality. I think it is remarkable, and very much appreciated that our country provides such a critical service...for free.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12:46 AM | 1:07 AM on August 10 | 150   | At RDU the staff has been cut due mostly to retirements, with no replacements,I would like to see more staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1:08 AM  | 1:24 AM on August 10 | 504   | A note about my answers regarding how often I contact an FFS before flight. To a first approximation I call for a briefing every time. There have been local flights when I don't call, though which is why I checked 75-99%. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| 1:05 AM  | 1:26 AM on August 10  | 2600   | Many times at rural airports DUATS is not available. I rely on the FSS briefers for most if not all of my flights. I use DUATS as backup information only. A briefer can discuss trends and predict weather patterns that DUAT can not supply.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:22 AM  | 1:42 AM on August 10  | 999999 | Less Automation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 7:31 AM  | 7:50 AM on August 10  | 402    | I use them all the time please leave real people and do not repace them with machines. I prefer the give and take conversation before a flight that can help me make a go no/go decision. I have this computure but I'm not very good at it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:01 AM  | 8:18 AM on August 10  | 720    | I am very experienced with the internet and get weather data via this means all the time. However, I am not a meterologist, so I strongly rely on the FSS briefer to interpret the data. It helps greatly to have an FSS briefer who knows the local weather patterns and can offer suggestions as to when is the best time to travel by aircraft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7:54 AM  | 8:21 AM on August 10  | 1035   | I have been flying for 37 years and have experienced different levels of improvement in achieving weather information. I learned about weather long before I took up flying having spent time on Minnesota's northern big lakes. Sometimes that early experience helps me better interpret the data I now get. Enroute Flight weather has been great to me on more than one occasion getting me where I wanted to be and routing me around Thunderstorms. I almost always do a Duats check which is usually followed up with a call to FSS for latest info. unless we have a severe clear day. My longest flights are usually no more than 300 miles so I am not looking at lots of weather systems.                                                                                                                     |
| 7:54 AM  | 9:01 AM on August 10  | 4500   | FSS is an extremely valuable tool that I use, my students use, and my profession uses on a daily basis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:09 AM  | 9:23 AM on August 10  | 1200   | I have been very happy with the FSS service from Altoona. They are polite and understanding of my ability level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:07 AM  | 9:26 AM on August 10  | 640    | Very glad to have human interaction--especially in flight when WX is challenging and/or we're unfamiliar with the area. Though response is usually great, service level can vary--when need info the most, sometimes the specialists seem overwhelmed by volume of requests. <...line break...> <...line break...> Convenient datalink wx to cockpit would help, but expense is a big issue.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:14 AM  | 9:45 AM on August 10  | 1500   | On a recent flight (6-15-03), I had some of the best and some of the worst service I've ever had from FSS. One briefer at the beginning of the flight sent me on my way with a cheery VFR briefing, right into near IFR conditions. When I had to land to avoid IFR at an airport closed on Sunday (Davies Co. IN), and could not access any on line weather info, another briefer was VERY helpful in helping me with a VFR departure and suggested routing to get me home in VFR conditions, avoiding rain and thunderstorms. <...line break...> The latter is the kind of service I expect from FSS, an honest evaluation of the weather, not just the "VFR not recommended" blurb we so often get from some of the specialist who seem reluctant to talk about the weather if it's anything other than severe clear. |
| 10:04 AM | 10:22 AM on August 10 | 1400   | DUAT and other automated systems are good, but only go so far. The final step, especially when the weather is problematic, is to be able to talk to a knowledgeable briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:09 AM | 11:33 AM on August 10 | 2000   | I am very pleased with the services I have asked for and received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:32 AM | 11:48 AM on August 10 | 300    | We have a great facility in Louisville. Since we have 4 Flight Schools on the field, it is imperative that we continue with the good service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:09 AM | 11:50 AM on August 10 | 2600   | Some briefers are better than others. Is it just that some are having a bad day, or are there differences in the ability-training between briefers? You have to drag the information out of about 5% of the briefers. The rest do a super job. I hate to see "standarization" implemented because that usually means the service sinks to the lowest level of competence available, but some of the specialists (very few) need to be jacked up. Overall, it's a great system at the AFFS level. <...line break...> <...line break...> Let's do one of these surveys in regard to the enroute/terminal controllers.                                                                                                                                                                                                      |
| 11:35 AM | 12:08 PM on August 10 | 1550   | I would like to see better forecasting within 24hrs of departure window combined with local knowledge... such as how long conditions will exist... what happens after the front moves through, and what would be a good time to depart/arrive to avoid T-storms, icing or turbulence. Also class 1-5 T-storms doesn't help me much, I don't fly through any of them... I want the smoothest flight for passengers... ideally FSS could help me find the best one...through Pireps, forecasts, etc. I would use them much with info. like this.                                                                                                                                                                                                                                                                           |
| 12:36 PM | 12:56 PM on August 10 | 1400   | 1. I am based withing the Washington FRZ. I always have to file at least an FRZ flight plan and it usually takes me 5-20 minutes to get through to a briefer at Leesburg. <...line break...> 2. Although I always start gathering weather information using DUATS, when the weather is questionable (I fly IFR), I always talk to a briefer, because they have a better overall view of the weather conditions. Many times ,just by their manner and the questions they ask, I can get a better feeling for the weather than I can using DUATS alone. <...line break...> 3. I have just begun to make Pilot Reports, so my past numbers are not indicative of how important I think PIREP's are.                                                                                                                         |

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| 12:47 PM | 1:01 PM on August 10 | 200   | Since I am based at CGS, I have to call FSS prior to departures and upon re-entry to the ADIZ. I have experienced wait times in excess of 20 minutes; I have been given incorrect information by FSS on a couple occasions; I have tried in vain to raise FSS in the air to activate a filed flight plan. In truth, FSS performance is better than ATC overall, but I'm forced to use FSS every time I plan to enter or leave the airport. There is little coordination between different parties -- I call to get a briefing and file a flight plan, call someone else for a squawk code, get switched from freq to freq more than really seems necessary for either safety or security. The current situation has significantly and negatively impacted the use of my plane since it is so difficult to get in. My hours are not reflective of the way we generally use the plane, as my husband is also a licensed pilot and has about 2500 total hours. Where we would normally be in and out of CGS every weekend, we generally choose to leave the plane elsewhere. Feel free to contact me if there's anything else I can help you with. Vicki Sullivan (703) 908-2384 |
| 1:13 PM  | 1:33 PM on August 10 | 3325  | In-flight services are fine. The on-line weather briefings need a better, earlier to understand, format. This is key for me. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:06 PM  | 1:48 PM on August 10 | 1950  | Generally use PIE for my FSS services and find the briefing personnel very knowledgeable and courteous. I prefer using one-on-one briefings rather than automated products because the data can be tailored to my needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:49 PM  | 2:17 PM on August 10 | 13000 | John R. Bell II <...line break...> 870-365-0050                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2:18 PM  | 3:16 PM on August 10 | 9400  | There is a tendency for briefers to try to cut off a complete brief to someone proposing VFR flight when it is not being recommended by the FSS. Many times in Florida, I have found that thunder storm activity can be safely circumnavigated more easily when operating VFR than when on an IFR flight plan. The briefer may or may not realize this. Unless he has visual evidence to show, i.e. radar, he should just say VFR flight is not recommended, but brief the flight as thoroughly as he can and leave it to the pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:11 PM  | 3:33 PM on August 10 | 1600  | Since I'm in an ADIZ/ ex-TFR area, I HAVE to contact the FSS BY TELEPHONE. It's not particularly the FSS, but the DHS and TSA that have created impediments to safety of flight by imposing requirements that raise the frustration level and press pilots to take short-cuts and make less than full use of the available capabilities and information available. Security Notam awareness now takes precedence over weather. <...line break...> <...line break...> My general complaint against weather interpretation is that the briefers tend to be very conservative. But experienced pilots are aware of that.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3:40 PM  | 3:52 PM on August 10 | 25    | Overall excellent service - it would be hard to imagine flying without them. My local FSS (Dayton) is also an excellent resource for upcoming aviation related events and contacts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3:39 PM  | 3:56 PM on August 10 | 1230  | In general, I have had extremely positive interactions with the folks in Nashville, much better than in some other parts of the country, where they seemed to be too busy to do their job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:47 PM  | 4:07 PM on August 10 | 730   | I use FSS every time that I fly. I consistently find the specialists to be very helpful. Especially in bad weather, interactions with the specialists enable me to gain a much better idea of the weather and my flight planning than I ever could have gained solely through automated means. Undoubtedly the FSS specialists have saved my life and that of my family during bad weather when I used Flight Watch. We need their service!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4:30 PM  | 4:44 PM on August 10 | 350   | Many times, the FSS and Flight Watch have provided me with accurate en-route weather information that has allowed me to complete my flight safely without having long or overnight delays. They are invaluable to the safety of general aviation!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4:14 PM  | 4:51 PM on August 10 | 9000  | Most specialists take time and give a good briefing. Once in a while one will give the impression he/she would like you to go away. It is seldom. Lot of my flights are local enough briefing not needed or I get it from US Forest Service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4:18 PM  | 4:52 PM on August 10 | 283   | If Flight Watch is too busy, they should let you know immediately, not twenty minutes later.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4:34 PM  | 4:54 PM on August 10 | 2000  | I find it increasingly difficult to contact flight service in flight @ low altitudes. This makes VFR dangerous in marginal conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5:40 PM  | 5:58 PM on August 10 | 3200  | I AM MOPST PLEASED WITH FSS SERVICES FOR OVER 20 YEARS--CAN NOT THINK HOW FLYING COULD BE SAFELY ACCOMPLISHED WITHOUT THESE SERVICES. AUTOMATION IF FOR BACK UP NOT FOR 100% USE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6:08 PM  | 6:27 PM on August 10 | 900   | I think Leesburg AFSS is the most difficult to contact via telephone. Their area of responsibility covers too wide a geographic area. I think they do not have enough incoming telephone lines. Also I think they are possibly understaffed. From home I usually get Altoona or Elkins. On the road for instance, South or Richmond, VA I was on hold a long time waiting to talk to a briefer. <...line break...> <...line break...> The briefers at Altoona AFSS are really good. They have been a big help in understanding the procedures to use when flying in the Washington, DC ADIZ.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:23 PM  | 6:42 PM on August 10 | 1800  | FSS personnel take a personal interest in the type and area of the planned flight. They can suggest ways to avoid bad weather and also suggest ways to use their services better and they do just that.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6:25 PM  | 6:48 PM on August 10 | 465   | On 31 July 2003, 60 miles W. of OSH, having just departed Oshkosh (cognizant of the FAA request to maintain radio silence in a 50 nm radius of OSH) I asked Green Bay FSS, as HIWAS had just suggested, for details of a convective sigmet just issued for IA and WI. After 3 attempts at contact (in which I said, "Green Bay Flight Service, Maule 9209Y request" each time), Green Bay FSS came back in a nasty tone with: "Maule calling Green Bay, I have 60 radios here, I have no idea where you are or what you want." I was surprised at his nasty tone, which did not seem to me to be justified. Did I do something wrong?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 6:57 PM  | 7:16 PM on August 10  | 3320  | Flight Service Stations continue to provide a level of interpretation that automated services have not been able to do to date. I always print down the weather data from an automated service and call the FSS for their interpretation in areas where I feel it is needed. <...line break...> <...line break...> By the way I am not foolish enough to know this is in any way confidential. Asking me the last 5 digits of my certificate number and my zip code puts my signature on this survey so you might as well have it anyway. <...line break...> Joseph L. Taylor <...line break...> 858 Timberline Drive <...line break...> Rochester Hills, Michigan 48309 <...line break...> Certificate Number 2175948                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:14 PM  | 7:38 PM on August 10  | 350   | FSS FACILITIES SHOULD CONTINUE TO PROVIDE SERVICES FOR SPECIFIC AREAS SO THAT THEIR SPECIALISTS MAINTAIN A VERY FAMILIAR KNOWLEDGE OF THAT AREA TO GIVE THE GREATEST QUALITY OF SAFETY INFORMATION.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:28 PM  | 7:45 PM on August 10  | 450   | Fort Worth AFSS is a fantastic group of people. I wish we could begin visits to the FSS again. Pilots need to have direct access to these people so we understand each other better.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7:43 PM  | 8:04 PM on August 10  | 150   | ALTHOUGH FLIGHT SERVICE CONTROLLERS EARN LESS THAN TOWER OR CENTER CONTROLLERS, THEIR KNOWLEDGE SPANDS A GREAT DEAL FURTHER THAN THE ATA OR SECTOR AND PLAY A CRUCIAL ROLE IN THE SAFETY AND SECURITY OF AIR TRAFFIC CONTROL THAT SHOULD ONLY BE EMPLOYED BY THE FAA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:34 PM  | 8:48 PM on August 10  | 215   | I am not a particularly frequent pilot but I take my responsibilities very seriously and appreciate/depend on FSS to help me function safely as an occasional user of the airspace. In these security-conscious times I am particularly concerned that FSS has all the relevant data regarding TFRs and other security issues, and that required flight plans be seamlessly integrated into the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8:30 PM  | 8:49 PM on August 10  | 13500 | FSS services are vaery valuable. I need both internet based services and human interaction in equal quantities. Both in flight and ground based.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:30 PM  | 8:50 PM on August 10  | 5500  | on the whole doing an outstanding job                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:23 PM  | 9:00 PM on August 10  | 2600  | Far too often, FSS specialists (hide) behind their manuals with the "VFR not recommended" type of comments. I am very experienced in flying weather, especially in marginal VFR conditions. What I need most is an honest, knowledgeable interpretation of weather conditions. From some, I get this. However, this is not the general rule, and frequently I am left pondering the exact conditions that I may be flying into. Too many specialists can't relate to the actual experience of small aircraft flying in weather. If I get a good briefing on actual conditions, I can make the go no go decision myself. I understand the need for the "VFR not recommended" comments (lawyers). But, once that has been said, what I am looking for is a thorough briefing on what actual conditions are. <...line break...> <...line break...> For example. Last week I left keokuk, IA for the Pacific Northwest. My weather briefing from Ft dodge FSS convinced me to fly a longer route straight west. I delayed my departure based on the briefing. Once airborne, I discovered that the weather was not nearly as bad as I had been briefed,                |
|          |                       |       | and was completely flyable (over my originally planned route) VFR in a single engine aircraft. When I reached Montana, I got an excellent brief from a briefer at Great Falls who gave me a very good and accurate brief on serious thunderstorm activity approaching Helena, MT. He said I should be able to make Lewistown, MT, but to stay in touch with Great Falls radio (in lieu of Flight Watch) as I flew west from Miles City. His Brief was right on, and I was comfortable in continuing west. 30 miles out from Lewistown, his advice was to land at Lewistown, which I did. Two hours later, a severe thunderstorm hit the area. <...line break...> <...line break...> The Great Falls briefer knew the area, knew the weather, and knew small aircraft (my assumption). He exuded confidence, and made it possible for me to safely maximize my trip. <...line break...> <...line break...> It is this kind of inconsistency that weakens the confidence I have in FSS personnel and their briefings. More knowledge at Ft dodge would have permitted me to leave three hours earlier, which would have permitted me to get west of Helena that day. |
| 8:37 PM  | 9:08 PM on August 10  | 3800  | FSS does a great job with the limited resources it has been given by the FAA. Of particular note, are control and separation procsedures (SVFR clearances) and very important traffic advisories that are given reliably by OTZ FSS controllers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:45 PM  | 9:58 PM on August 10  | 400   | Better familiarization with National Security restrictions and requirements is needed across the country. That's the only way pilots flying into those areas (like DC area) can really hope to understand and comply with all requirements, because the NOTAMS are often confusing and require expert interpretation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:12 PM | 10:25 PM on August 10 | 97    | NEVER fully automate the flight information and leave it as the sole source of info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10:38 PM | 11:02 PM on August 10 | 780   | Wlthin the last few months, the time required to get someone on the phone has increased. Today I tried to call to cancel my IFR clearance. I had lost radio contact before breaking out of the clouds. I was on hold for 20 minutes. Finally the control tower called out to the FBO to find out if I had landed. There was at least one plane waiting on me to cancel so they could get in. I never did get anyone on the phone. Not good.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:56 PM | 11:12 PM on August 10 | 2600  | Very professional and timely                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:01 PM | 11:29 PM on August 10 | 3300  | When I ask for specific info, PLEASE don't give me a lengthy briefing...and insist I MUST be given every tower light outage and every notam for every podunk airport miles away from my route. <...line break...> Just give me what I ask for...I've already received the other info...it ties up the radio and the phone lines, not to mention my patience. This has really happened twice, same lady!! Must have been a rookie..when I hear her answer I'll call back for another briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------|-----------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11:09 PM | 11:37 PM on August 10 | 2000  | Boundary location of CIGMETS. Especially over the radio in unfamiliar regions adds to the highest pilot workloads I've ever experienced as a VFR pilot. This usually requires deploying a WAC and having the briefer explain where the towns are that are being used for the CIGMET boundary points. I would suggest using simple geometric boundaries, if at all possible and using Lat/Long coordinates to the nearest 10 minutes as corner points. In this manner I can copy the information, release the briefer, plot the boundary of the CIGMET, and avoid using the AFSS briefer's valuable time. <...line break...> <...line break...> I'm very pleased with the FSS. I don't think I could ask for better in the worst of circumstances.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:53 PM | 0:14 AM on August 11  | 2000  | I would like to see more walk in stations. With the old gray beard weather person behind the counter to answer questions, or show me the maps/progs/& sequence reports. Also make the local people make up their own weather charts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:30 AM | 0:46 AM on August 11  | 850   | Overall great. <...line break...> <...line break...> I would prefer less conservative interpretations (endless warnings about TS SIGMETs are not helpful, especially for TS's throughout the southwest which are generally very isolated and extremely easy to circumnavigate). It's difficult to tell when the briefer is telling you about a significant event or something that can be easily avoided. <...line break...> <...line break...> Less snippety responses from some briefers would be nice. On a recent flight from KDPA, I asked for an IFR briefing. The briefer said, "Look out the window. Do you see any clouds? I didn't think so. There's your briefing." It took some significant prying to get any briefing at all from him (which he eventually decided was clear skies). After takeoff, we found ourselves in layers of cumulus, and solid IMC, all the way from Chicago to Kansas. A simple check of the radar would have given accurate information. <...line break...> <...line break...> I have had some incredibly great briefers (today, on a flight from KSGF to KAMA, he helped me find another router to avoid widespread TS), and some real losers (the KDPA example). |
| 1:38 AM  | 1:46 AM on August 11  | 120   | Great service, but flying near the DC ADIZ has meant too much time on hold.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:45 AM  | 2:24 AM on August 11  | 2600  | I frankly think it is wonderful that there are men and women, complete strangers to me, who care enough to take the time to inform me on the things I must know to plan, and execute, a flight both safely and legally. Whenever I'm going to be flying beyond our local area, I call 6 to 10 hours before for an outlook, and 15 to 60 minutes for a standard briefing (with preference to the 15 side). The one improvement I think might be helpful is for them to ask a few more questions, particularly to see if there's something they can shorten or omit (like the local weather, which, since I'm more often than not looking at it, I know better than they do). One thing I feel I am at their mercy on is info on TFR's and flight-plan altering notams; they are at the system's mercy in having the accurate, and complete, story. Please keep working on perfecting the system!                                                                                                                                                                                                                                                                                                           |
| 7:21 AM  | 7:39 AM on August 11  | 140   | Dayton FSS in particular has been courteous in every instance. They are friendly and provide an instantaneous response to my needs. <...line break...> <...line break...> Additionally, I use automated services as a go/no-go aid, and FSS as a true picture. <...line break...> <...line break...> I feel that short of upgrading the systems utilized by briefers, the people should stay the same.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:23 AM  | 7:50 AM on August 11  | 323   | I have noticed, in past briefings, that the FSS folks are quite pessimistic in the forecast and very likely to give a "VFR flight not recommended" briefing, even in moderately good weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7:41 AM  | 7:56 AM on August 11  | 235   | They do a great job, they are skilled and professional with a commitment to help pilots. <...line break...> I am thankful we have the FSS system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:51 AM  | 8:10 AM on August 11  | 525   | Each time I file a flight plan thru DUATS, I get a feeling, when I call FSS to get weather and ask that the flight plan has been accepted, the briefer gives me a hard time. I thought I was saving them some time by filing several hours ahead and they act like I am asking them to work overtime checking if the plan is in Center Computer. Maybe they need access to Center Computer rather than having to phone center to get info. Maybe I should just call center my self??                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:10 AM  | 9:33 AM on August 11  | 2200  | GREAT SERVICE BUT WE NEED A BETTER COMMUNICATION INFRASTRUCTURE. ALL OF THE GREAT INFO DOES US NO GOOD IF WE CANNOT GET IT IN THE COCKPIT.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:37 AM  | 10:01 AM on August 11 | 350   | Automated and self-service tools are useful for getting an initial picture and presenting data in an easy-to-read format. They should be pursued to enhance the interaction with the briefer, but cannot replace the briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9:52 AM  | 10:15 AM on August 11 | 1650  | I believe that having in-cockpit, up-to-date, graphical weather information such as Control Vision's Anywhere WX and Echo Flight's Strato Cheeta, would be invaluable aids to visualize current weather. This would help the pilot to stay clear of areas of bad weather and reduce radio requests for WX info and ATC vectors around bad WX. It sure would be nice if the FAA offered this service free of charge except for the cockpit hardware required and the satellite phone service. I feel DUATS was a great leap forward in getting the full WX picture to the pilot in a preflight briefing. Now the challenge is to improve how the pilot gets the changing WX picture in flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:01 AM | 10:25 AM on August 11 | 2000  | Flight Service Stations are a vital and necessary component for the flying that I engage in. I do not wish to take humans out of the loop, but simply make it easier for them to ensure that all relevant information is passed on to me, so that nothing is overlooked or forgotten.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:35 AM | 10:47 AM on August 11 | 1200  | FSS are extremely important for safety of flight. I also use them for Search and Rescue purposes as a SAR pilot for CAP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10:53 AM | 11:07 AM on August 11 | 8300  | The services provided are generally excellent...I do appreciate the experience level of the briefers...they have local knowledge and experience to draw on. I do not want to see FSS get phased out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 11:11 AM | 11:30 AM on August 11 | 360   | While generally quite satisfied with services provided outside of the Washington ADIZ, service delivery within the ADIZ leaves some to be desired. Waiting times to get through for the obligatory FSS filing of IFR, VFR or ADIZ flight plans can be very long, especially on good-weather weekends. Information obtained, though, once connected has always been good and helpful. Flight plans occasionally get lost, either at FSS or at ATC level. Keep up the good work, FSS is doing a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:27 AM | 11:54 AM on August 11 | 10500 | Some of the question formats left me wondering what the question "really" is. <...line break...> I use FSS, by phone, "all the time" and rely on the input to either back up data I have already received through various websites (and TWC) or, in cases of conflicting info, I will most likely take the FSS data as most accurate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:04 PM | 12:15 PM on August 11 | 90    | I feel FAA flight specialists are a very important part of General Aviation. I feel the system works well and is safe. No changes should be made.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:45 AM | 12:16 PM on August 11 | 3000  | I am a pilot at a "DC3" airport (one of the three airports with the "temporary" flight restriction (TFR) zone around Washington, DC. I must use Leesburg AFSS (DCA) to file any "flight plan" leaving from or returning to my home airport. This requirement greatly skews my answers. A better automation system is required for DCA AFSS to handle TFR flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12:03 PM | 12:23 PM on August 11 | 290   | The majority of briefers at my FSS have been very helpful to me in interpreting the wx and conditions and helping to tailor the information to my flying abilities. I am currently doing instrument training and have appreciated this to an even greater degree when making the decision to do flight training in some actual conditions, especially given the proximity of the lake and it's effect on our wx.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:40 AM | 12:24 PM on August 11 | 1500  | Most of the time I file IFR, it is because My job (aerial surveying) has a photo site within an area that requires it. Most times this area is above FL 180, but after 9/11, we were forced (albeit for a short time) to file IFR every time we went out. When we file, there is a special way in which we have to give our flight plan. Most flight plans have a departure and a destination. We will have that info too, but we also have to block out airspace around a specific point designated by VOR radials and distance. Normally, we will ask for photo mission to placed in the remarks section, ask for a block altitude, ask for a specific radius of airspace around that point and often, we will pick up a plan in the air to avoid delays on the ground. This type of flight plan is impossible to file with anything other than a direct FSS contact. I have tried on duats and it NEVER works out the way we need it. If there is a flight plan that is extremely important for whatever reason, I also use FSS. Invariably, Murphy's Law always kicks in when you need something most, and the best way to ensure that that flight plan |
|          |                       |       | has been entered and processed properly is to talk to a human. This whole process of getting WX, TFR's, and filing usually takes some time (up to 10 minutes if there is a lot of WX to talk about) and is not a problem. I would rather the briefer take his time and give me info I do not need rather than rushing to meet a time quota and skipping something important. <...line break...> Two gripes I have are that they seem to be understaffed. Most times when I call during the day, I am put on hold with a recording. The wait is usually never long (except immediately after 9/11), but it is a pain if I am trying to make a quick turn. The second gripe I have regards TFR info. I read a story about a pilot who got a standard briefing from FSS that failed to warn him of a presidential TFR. He subsequently busted the airspace and his ticket was pulled with no questions asked. His defence was that he was not given the full information, but the FAA still kept his license. Let me start out by saying that I have always gotten CORRECT info regarding large TFRS, the big lapse comes with the smaller ones, aka the TFR   |
|          |                       |       | that revolves around football and baseball games. This problem is not just yours, but is shared among many other agencies. More often than not, ATC and FSS is unaware of a baseball game that has a 3 mile ring. The FAA as well (in the past- it is improving) was not willing to give up to date info on these TFRS, but they were more than willing to suspend my flying abilities. I guess my point is that regardless of how I feel about the TFR, I need to get more info about it from aviation sources rather than a newspaper clipping. Overall, you do a great job, and the problems I have listed are not totally yours. Improvement must be shared be all. Keep up the good work.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:24 PM | 1:01 PM on August 11  | 1160  | I appreciate the FSS very much. I understand weather better than most pilots, but I still appreciate the briefer's access to appropriate data, their analysis, interpretation, and recommendations. <...line break...> I like in-office briefings because I can see the graphics the briefers have available. This is especially nice in Cedar City, where the FSS is within walking distance of where I park when I'm there. An ideal telephone briefing of the future would have the briefer's graphics sent to me over the internet so I can see them, too, during the discussion (I have a high-speed internet connection at home and sometimes in hotels). <...line break...> I always get an FSS briefing if I'm going away from my home airport. Their help is especially important in unfamiliar areas. <...line break...> Thank you.                                                                                                                                                                                                                                                                                                               |
| 1:02 PM  | 1:16 PM on August 11  | 348   | I am satisfied with the service. The Jonesboro facility is very helpful to local pilots in assisting in traffic management during busy times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:03 PM  | 1:17 PM on August 11  | 370   | I consistently find the FSS specialist to be courteous and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Started | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 1:05 PM | 1:39 PM on August 11 | 6200  | Dealing with the briefers via telephone has become irritating and frustrating. How many times can a screen reader say "VFR flight not recommended" when the weather is VFR. Once, twice, maybe three times. Certainly not four times. Just last week I had only one available option of obtaining weather for a VFR flight. Unfortunately FSS was the only means available to me. It was a morning flight in the Midwest. I had to listen to a screen reader tell me that there was an airmet for IFR conditions along my route. However, every current condition he pulled up along the route was "clear and 10" or "clear and unlimited visibility." Then he went to the the forecasts and came up with the same VFR weather. And, of course, he had to say "VFR flight not recommended due to the IFR along the route." Did he actually think that fog was going to begin forming as the morning went on and the temperature continued to rise? Or maybe this was one of those days where the temperature was going to go down as the sun came up. |
|         |                      |       | And how do you explain the comment about IFR along the route. There wasn't any. None in the briefing and of course none along the route. Aren't these people accountable for their actions? How do you explain this level of intelligence?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:49 PM | 2:36 PM on August 11 | 900   | I am a computer professional and work exclusively with web based applications in my job. Even with this background, I prefer the traditional human FSS interface we have relied upon for years. Computer weather models are not always correct and the EXPERIENCED local briefer can often tell when the models are inaccurate and offer a more likely scenario. Also, it is nice to be able to travel all over the country and know that weather info is available via a simple phone call (no airport computer system or personal laptop required). The present system (with no user fees) encourages use and results in enhanced safety. A fee-for-service system would discourage use and compromise safety. While the weather computer networks that support the FSS workers could be improved; the method of dissemination of weather information to pilots could not be - our current system works!                                                                                                                                            |
| 2:33 PM | 3:04 PM on August 11 | 1050  | Overall, I find FSS service very                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:09 PM | 3:34 PM on August 11 | 3500  | During telephone, voice and on-site flight planning, the system should be tailored so the pilot provides his FAA Pilot Certificate Number instead of a lengthy home address & phone number each time - The FSS Computer Data Base would input the pilot's address & phone number onto the flight plan in the computer from the Data Base Information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:35 PM | 3:51 PM on August 11 | 520   | Knowledge of local weather and geography is very important, and personal communication also is important                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3:52 PM | 4:11 PM on August 11 | 4000  | Specialists are WAY too eager to recide "VFR flight not recommended". I know they are covering their butts, but often the weather is not nearly as poor as I am led to believe. This has led to my being skeptical of the weather reports I am given.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:57 PM | 4:19 PM on August 11 | 1300  | I have had nothing but excellent service from the FSS. I have nothing but great regard for them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4:06 PM | 4:31 PM on August 11 | 1000  | Other then their response time, the service is quite good. However, it sometimes takes 4 minutes to get Columbus (OLU) radio to answer, and low level coverage in the midwest is not as good as I would appreciate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4:32 PM | 4:51 PM on August 11 | 525   | I find the sevices and the employees excellant. All Flight Service Stations should have the same computer systems as the Anderson SC office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4:26 PM | 4:52 PM on August 11 | 360   | I regard the services I receive from FSS facilities as extremely helpful and, with few exceptions, very reliable. I would not wish to go on a flight without the information I obtain from FSS operators. In my experience with them, I have been very satisfied.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4:01 PM | 5:08 PM on August 11 | 425   | Overall, I am very happy with the service I receive from AFSS. I usually use DUATS for preflight weather, FSS via cell phone for NOTAMs especially TFRs, and in flight via radio if weather is worse that expected. I would not want FSS to be privatized. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5:00 PM | 5:13 PM on August 11 | 600   | The FSS system is integral to safety of flight in the USA. Pilots who fly occasionally should depend on professional analysis of weather and the ATC system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5:09 PM | 5:20 PM on August 11 | 700   | I rely on FSS to give me the big pictures of the weather that is hard to get from a computer. A FSS specialist can also give you local trend information that the computer doesn't have. However, information on SIGMETs, AIRMETs, TFRs are best delivered on a computer where you can graphically see the boundries.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4:55 PM | 5:20 PM on August 11 | 1300  | Alaska provides a unique flying experience. Closure of FSS and attempting to provide the service via "remote" contacts has dimished the service previously provided by FSS. While the current "remoted" FSS attempt to do a good job, they CANNOT SEE or KNOW the local weather from a "remote" location the way a set of eyes looking out a window can describe it to a pilot. Personal briefers at on site locations provide the most valuable safety service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:15 PM | 5:28 PM on August 11 | 4958  | They frequently are not available especially since 9/11. You can't get in the service at GNV due to the security rules.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6:00 PM | 6:31 PM on August 11 | 250   | Keep Flight Services a government function.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6:28 PM | 6:52 PM on August 11 | 140   | I really appreciate the opportunity to call and talk directly to a specialists at any time to answer my weather and other flight questions. I don't always have a fast computer available to use. Thanks to all for your service!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:10 PM | 7:49 PM on August 11 | 7000  | Generally good, friendly, helpful people but often seemingly less experienced in weather interpretation than in the past. Facilities seem to be less easily physically accessable due to relocation and/or security features. Phone access times seem to have improved (more people using DUATS??)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:07 PM | 8:24 PM on August 11 | 520   | in general, very pleased with FSS. but been suprised too many time both to the worse and better in what the weather situation was told vs what it actually turned out to be                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| 8:55 PM  | 9:15 PM on August 11  | 2500  | In the last 12 years of flying my own airplane, the FSS (either FlightWatch or Radio) has saved my life on several occasions when the weather was worse than expected and I needed an out. No computer in the world can beat the human brain for good advise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:05 PM  | 9:30 PM on August 11  | 2950  | current system is overloaded; takes too long to connect via phone; complete briefing for non local flight is too voluminous for a phone briefing; DUATS and other computer services are not always up to date or sometimes out of service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8:00 PM  | 9:34 PM on August 11  | 950   | FSS is an integral part of the way I fly; maybe one day when I've got a wireless PDA that knows where I'm going before I tell it, I'll think differently. But for now, a standard briefing on the cell phone on my way to the airport is the easiest way to make sure that the "weather briefing obtained?" box is checked on my accident report. And besides, sometimes there really is some pertinent information... fresh notams, new weather conditions, etc. I always have access to a phone, but in my part of the country, internet access isn't as easy to come by. Also, sometimes the briefers can more effectively interpret conditions that I would have otherwise dismissed during my own DUATS brief. I just don't trust myself not to skip the one line in a duats brief that says "apt clsd," when I can let a briefer tell me in person. I'm sure to perk up when I hear something like that. |
| 9:08 PM  | 9:38 PM on August 11  | 7500  | I have 50 years of flying experience and now fly mostly with my wife who is a private pilot. I'm a retired Navy Fighter pilot and have also worked for a commercial air carrier. Inept, inexperienced flight service specialists who can't effectively communicate irritate me. Mostly, FSS does a fine job! If the specialist can give me the information I request and not read off a bunch of irrelevant info they have done what I need. (or in the past have needed)                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:19 PM  | 9:41 PM on August 11  | 670   | I get most of my briefings from Columbus NE. They are great and very helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9:11 PM  | 9:42 PM on August 11  | 800   | I have always been pleased with the services I have received from FSS over the years. The majority of my flying now is pretty local, but occasionally I take a long trip and I have always found my local FSS to be very helpful courteous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:31 PM  | 9:45 PM on August 11  | 2050  | overall my experiences have been very positive. With few exceptions, the FSS personnel have been knowledgeable and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:36 PM  | 9:56 PM on August 11  | 340   | Being a low time private pilot I find the FSS specialists always lean to the conservative side when giving weather briefings. This is the personal touch that only person to person contact can provide. I would rate their service to me as above average.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:39 PM  | 10:27 PM on August 11 | 900   | Most of my flying is local, but when I go cross country I always talk to FSS by phone and/or radio. FSS provides a valuable service to enhance safety of flight, and it's nice to know they're there to help when needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:00 PM | 10:37 PM on August 11 | 13500 | Jonesboro is my primary preflight briefer and has been for many years. I sure do miss Nolte. There is no substitute for a friendly, knowledgeable briefer who has a good attitude, especially when the chips are down and the weather is bad. For many years, Jonesboro has been exemplary in this area and still has some excellent briefers even now. I'm noticing that occasionally I don't get the quality of briefer that I once did however. Not complaining, it just seems a little different than it used to be. <...line break...> <...line break...> My name is Jay W. Cole and my # is (479)443-2135. Feel free to call me anytime. I really like the guys at Jonesboro and I'd really miss them if everything went to automation. I think that safety would be compromised if full automation became the rule.                                                                                     |
| 11:14 PM | 11:29 PM on August 11 | 900   | The FSS in Alaska and the western US have saved my life many times these last few years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:57 PM | 11:30 PM on August 11 | 7000  | I am very pleased. The level of professionalism offered by FSS personnel has gone up greatly over the last 10 years. I had dropped use of FSS in favor of DUAT. Now I am returning to the FSS briefers -- faster and more reliable. FSS personnel can look up radar returns and cloud coverages, DUAT can not (very easily).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:36 PM | 11:40 PM on August 11 | 828   | I have had several occasions when the FSS specialist has suggested solutions to getting through difficult weather situations when I could not arrive at a solution. They were invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:14 PM | 11:40 PM on August 11 | 1310  | The ability to pick up the phone anywhere (U.S. and Canada) and dial toll-free for flight services is invaluable to me. For goodness' sake don't let the republicans take the present system away. The improvements keep coming and I hope the system continues to evolve for the better. Thanks for letting me participate in the survey.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:48 PM | 0:29 AM on August 12  | 520   | Without reasonable doubt FSS has saved my life. <...line break...> It is an absolute necessity and an obligation in <...line break...> my opinion of federal government. The news I hear <...line break...> of politicians wanting to privatize ATC and FSS amounts in my strong opinion to nothing less than <...line break...> a flat out betrayal of our trust and support of <...line break...> government. I am very disturbed that the last good <...line break...> airway system in the world is under attack with the result that people are going to die while some <...line break...> one puts money in their pocket. The saddest thing <...line break...> is I really doubt that anyone will really read this <...line break...>                                                                                                                                                                    |
| 12:18 AM | 0:51 AM on August 12  | 1100  | My experiences have been very positive with friendly personnel who were pleasant and efficient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:01 AM  | 1:39 AM on August 12  | 1900  | I want to continue working with a local FSS specialist (who knows the local area, TFR's, <...line break...> and weather) I feel safest with a live human being. <...line break...> With today's changing security environment, it is now more than ever CRITICAL that we KEEP the FSS's <...line break...> open for the sake of pilot and the public's safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:29 AM  | 1:47 AM on August 12  | 2000  | I do not want to see Air Traffic Control Services, including Flight Service, contracted out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3:53 AM  | 4:07 AM on August 12  | 500   | Over the years the service of FSS personnel has been good. I have no complaints.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------|-----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6:51 AM  | 7:04 AM on August 12  | 2500  | When requesting an abbreviated briefing and stating exactly what information is requested, the briefer should confine the briefing to only that information. Synopsis, trends, warnings, etc are not desired unless requested. Briefings take far too much time when only the METAR and TAF is requested.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7:13 AM  | 7:54 AM on August 12  | 325   | Over all I believe that FSS does a good job. I think we need to continue to be able to contact them by phone and not just by the internet. I like using the internet, but when travelling is is not always available and picking up a phone is. I also feel that pilots need to learn how to interupt what the FSS person is telling them, rather than having the FSS person trying to change their information delivery to the experience of the pilot.                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:55 AM  | 8:26 AM on August 12  | 5385  | The current service rendered by our FSS facilities are the BEST in the world furthermore these services are absolutely essential for flight safety. The knowledge and help provided by the FSS specialists have kept me safe for many years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:18 AM  | 8:31 AM on August 12  | 18000 | I use the FSS when unable to obtain information via electronic means or when I have questions about Notams or TFR's in which case they are invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:20 AM  | 8:37 AM on August 12  | 8000  | They are very useful and the opportunity to interface with a human being is extremely important as weather, security, notams, etc. all bring conversational questions that can only be answered in person.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:32 AM  | 9:54 AM on August 12  | 770   | I depend completely on the expertise of the flight service sepcialists. Many times they are able to interpret and add their personal expertize concerning weather condidions in the State of Michigan, presenting a weather report far better than any automated system. <...line break...> Bruce Smith                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:29 AM  | 9:55 AM on August 12  | 1700  | Have had excellent results with Lou Fss. They get to know you and are very knowledgable and helpful in planning and weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:13 AM | 10:34 AM on August 12 | 700   | Flight Service Stations are very valuable to every pilot. they help students learning to interperate weather. They should be congratulated on the great job they do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:10 AM | 11:30 AM on August 12 | 119   | My over all experience has been great. I feel that they look out for the saftey of pilots like myself and my experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:18 AM | 11:40 AM on August 12 | 920   | The preflight briefers are always very friendly. Onnce in a while it takes 2 or 3 minutes to get to a briefer, but for the most part it is within a minute. It would be nice if they could tell you when teh TFRs for the sporting events are up and running, rather than... "if there is a sports game going on, the TFR is active." That doesn't help me if I don't pay attention to that sport. As a preflight briefer, they should be able to tell me the times that TFR is active. I use DUATS to check my forecasts every night and then I still call FSS every morning before my first flight and get a weather briefing for the whole day. They can usually tell (or ask) if I am the instructor. The only time I really dont' get a weather briefing is if I am staying in the pattern, but I always try to get one for the day.        |
| 11:31 AM | 11:54 AM on August 12 | 4500  | I find the faa fss specialists totally professional, knowdedgeable, and courteous. As a professional, I only trust my safety of flight with their information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:34 AM | 11:58 AM on August 12 | 8000  | I wish we could have small FSS stations at many locations with local knowledge.Use laptops,online services,simple AWOS station info ,this could be done with minimal personel and equipment out of a one room office in the terminal.Nothing will replace local weather knowledge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:08 PM | 12:27 PM on August 12 | 2300  | My number one complaint about FSS is the "Voice Mail" type interface over the phone. There is invariably a long (almost a minute) totally useless voice announcement (usually about the unreliability of international data) before the main menu is given. Memorizing the choices so you can skip the announcement often doesn't work because the menu changes often. <...line break...> The result of this is that I don't often use the automated part of the FSS service, instead pushing the "O" button to go directly to a <...line break...> briefer to avoid listening to the long announcements. <...line break...> They also waste time on the menu listing items that are available only seasonally (weather for ski trips only available in cold months) even when they aren't available.                                            |
| 12:46 PM | 1:07 PM on August 12  | 150   | As a relatively new private pilot, I have found FSS to be an extremely valuable tool. I have found all briefers to be extremely polite and courteous and patient. If I understood the AOPA article correctly, the purpose of this survey is to better understand how Flight Service Stations are used today. Under the current setup, the only reason why someone would not avail themselves of this valuable service is false pride. If suddenly there is a charge for this service, fewer pilots will use Flight Service, and the incidents of accidents will unfortunately increase. As one can never place a price on human life, maintaining the status quo is the only acceptable solution, at least for this writer. Thank you for the opportunity to express my pleasure with those hard working members of the Flight Service Stations. |
| 12:55 PM | 1:17 PM on August 12  | 1300  | Using the FSS is a key part of my flight planning. The best briefings are those given by specialists with enough experience to understand that I need more than "VFR Flight Not Recommended" when I call in for information. <...line break...> <...line break...> I do not find that the services available on the internet give me a complete picture. My preferred method of getting a briefing is to speak with a FSS specialist while looking at radar and forecast graphics on my PC. It is key for me to have the person on the other end of the phone to discuss the weather and what they are seeing rather than trying to interpret it on my own.                                                                                                                                                                                      |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|-----------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1:29 PM  | 1:46 PM on August 12  | 750   | I am entirely happy with the services provided to me by the good folks at the local Flight Service Stations. I MUCH prefer talking to a person instead of an automated system. The difference is in getting my information from a PERSON who has JUDGEMENT & EXPERIENCE!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:29 PM  | 1:49 PM on August 12  | 480   | This should absolutely remain a governmental activity. Private enterprise is not appropriate in this sphere.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2:25 PM  | 2:50 PM on August 12  | 84    | I appreciate the job they do. It would be nice to get a chance to meet with and talk with them on a regular basis at some sort of formal meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2:28 PM  | 2:50 PM on August 12  | 4700  | As a professional pilot it is extremely important to be able to talk with a specialist when the weather goes to heck. Fortunately that doesn't happen all that often so Duats works fine for the typical days work. My only complaint is having the briefer not realize my aircraft's capabilities or my experience level and try to talk me out of my flight when there's a little ice or a couple of storms to worry about. Well intentioned I'm sure, but with in reason of course, there are many trips that we must take but would also cancel if they were just recreational flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2:46 PM  | 3:01 PM on August 12  | 98    | FSS have always been there when I needed information. I consider their service a required part of flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3:07 PM  | 3:27 PM on August 12  | 165   | Anniston FSS has been very helpful in whatever request that I have put forth.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:16 PM  | 3:47 PM on August 12  | 5900  | Use of TFR's is often abused by local authorities, like county police, who demand the implementation of a TFR with little or NO notice. FSS receives the info from ATC, and the TFR is already in effect with pilots potentially flying through these restricted areas unknowingly. As recently as Aug 5th, I asked the specific question of the Macon (MCN) FSS about "any TFR's?" which was answered "No". But before I could complete a 17 mile flight, a TFR was already placed into effect, and I could have wrongfully entered it, had it not been for the Tower controller who was warning everyone nearby This TFR was put in place because of a bank robbery, and the local police wished to keep the news helicopters away (and everyone else too)When I landed and called the MCN FSS, they were extremely defensive about not knowing of the TFR, placing the blame everywhere but there. Worse yet, when I later asked the PDK ground controller why they didn't have this info in their automated weather ATIS they didn't even know about it, even though the TFR was 14nm from their own field and had |
|          |                       |       | been in effect for two hours! This is a faulty and prominently growing problem for the FSS. Seems everyone wants to blame the Transportation Security Agency, but this example had nothing to do with TSA, and is a local FSS and ATC problem that's being repeated all over the country on a frequent basis. At a minimum, the FSS could have put this info on Flight Watch, called nearby towers to place on ATIS, made sure all their briefers were notified immediately, etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4:00 PM  | 4:42 PM on August 12  | 7900  | All the services that I have received from the FSS , in my years of Flying in and outside of USA , has been excelent , and very helpfull to me ,and it has enhanced my abiliity to complete my flight from departure to the destination airport safely . FSS is a great tool and a excelent service to all fellow pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:53 PM  | 7:25 PM on August 12  | 4127  | I belive that FSS helps me fly safely because they have given me the info I need to stay safe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7:04 PM  | 7:30 PM on August 12  | 765   | Please continue all FSS services, it enhances My and my families safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:34 PM  | 7:47 PM on August 12  | 335   | Both Riverside and Hawthorne have been exemplary in helping me fly safely and avoid the weirdness of the Post 9/11 TFRs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:35 PM  | 7:55 PM on August 12  | 270   | FSS services are essential for safety and for GA pilots to sucessfully use the aviation system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7:56 PM  | 8:15 PM on August 12  | 3100  | Excellent, we need more of this type of service from the FAA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:59 PM  | 9:20 PM on August 12  | 1040  | I find FSS to be extremely valuable for weather information, filing flight plans, NOTAM information, and personal information unique to flights away from my home area. Also, I appreciate obtaining this information faster than if I had to rely only on TV, computer, etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:14 PM  | 9:43 PM on August 12  | 1700  | the flight service controllers have been very helpful in vectoring me around weather that the radar controllers were unable to provide. There local expertise in local weather conditions are very helpful during weather briefing when the forecast are incorrect, they have a huge knowledge data base in all restricted airspace and military operations areas around the southern states. They have information that is not provided by the tower and center and are very helpful in helping pilots understand what all the TFR's are about and how to avoid them. The FSS was the only sorce of information for pilots to get information from after the 9/11 disaster. They had all the up to date info that told us when we could fly, I was not able to get that info from any other sorce.                                                                                                                                                                                                                                                                                                                    |
| 9:46 PM  | 10:27 PM on August 12 | 2350  | The importance of the expert assistance provided by flight service at all levels, not just weather, can not be measured. It is where safety begins on all flights. If you remove flight service you will be jeopardizing safety of flight a job you are charged with. We would no longer receive the expert level of weather data interpolation, IR, VR, MOA, ALERT AREAS, RESTRICTED AREAS, AIRPORT DELAYS, PREFERRED ROUTINGS, CUSTOMS, ICAO INFORMATION, need I go on ? Please evaluate all that Fss does before doing anything drastic.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:16 PM | 11:30 PM on August 12 | 286   | I have found all personel to be friendly and courteous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:05 PM | 11:41 PM on August 12 | 105   | Thank you very much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:39 PM | 0:00 AM on August 13  | 500   | Almost every contact with Flight Service over many years has been very good. They perform a great service to all levels of flying activities and experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------|-----------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12:13 AM | 0:28 AM on August 13  | 3178  | I really appreciate the guys and ladies at Louisville, KY AFSS. They do a great job within the limits of their equipment and staffing and I hope FAA will keep the FSS system in place.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:25 AM | 0:49 AM on August 13  | 10000 | I think the services of the FSS are very good and essential to flight safety. In my 30 plus years of flying I have found the specialists to be very professional and dedicated to serving the Aviation Community.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:16 AM  | 2:58 AM on August 13  | 120   | The controllers at flight service are my lifeline. I depend on them to be there 24/7 and rely on their knowledge and interpretation of local weather to guide me in my go/no go decisions. They are a great bunch of folks doing a very demanding job. What they did after 9/11 was truly amazing. I have yet to fly with all the new security rules but will definitely call flight service for a full briefing, notam check and explanation when I do return to the sky. My pilot friends and I hope that flight service stations are not closed or cut back or that we begin being charged for their services. Safety is too important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:03 AM  | 8:18 AM on August 13  | 786   | The FSS is a vital part of aviation safety <sup>1</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8:07 AM  | 8:31 AM on August 13  | 2100  | Flight Service stations are an essential government function that is crucial to the safety of flight. Weather is the most significant factor affecting the safety of every flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:43 AM  | 9:54 AM on August 13  | 2200  | In an automated world, the need for the FSS and the thier specialist are even more critical. The level of automation has made pilots a bit lazy. We need to get back to basics. These folks are extremely helpful and have saved my bacon more than once!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:33 AM  | 10:14 AM on August 13 | 1110  | Very helpful. Rarely use Flight Watch because I always get local radio first time. Always double check any DUAT info with briefer. Always. (Especially with TFR BS) Dislike any impediment to meeting a briefer face to face. Local knowledge has been invaluable during recent flights to Florida (thunderstorm prediction) and Cape Cod (fog/low cloud prediction). Very helpful to me in helping me complete those flights. DUAT is helpful, but sometimes you are not near a computer. Also, DUAT prog maps have become very vague recently, necessitating talking to briefers for outlooks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:02 AM | 10:27 AM on August 13 | 2765  | I am extremely impressed with FSS facilities, and I am very dependent upon them. I utilize a FSS Specialist for nearly every flight I take (excepting only those that remain in the immediate area of the airport)even though I have normally looked at the weather information avialable on the AOPA website. I usually have the AOPA website up on the screen while I speak with the breifer, for greater understanding, but I rely very heavily upon the interpretations of the briefer. Briefers tend to be understandably cautious about recommendations for VRF flight, but that is as it should be. I always inform the breifer that I am instrument rated, even when planning a VFR flight, and invariably get a briefing that I consider valuable, even when a little on the pessimistic side. I am deeply concerned about any effort to privatize, or otherwise limit the avialablilty of, FSS services. I am convinced that the inevitable result would be a compromise of the safety which we now enjoy, and/or and increase in the cost of flying. Keep up the good work and keep the FSS facilities open! |
| 10:19 AM | 10:39 AM on August 13 | 438   | As I travel around the country, I value highly the ability of FSS to keep me informed and safe, for myself and my family. Their knowledge and experience related to local and regional factors greatly impacts my flight planning activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:25 AM | 10:40 AM on August 13 | 325   | The combination of a DUATS briefing w/ notional flight plan followed by a personal telephone briefing with an FSS specialist is ideal. I welcome interpretation of data by the specialist and feel that it should be offered routinely but clearly labelled as interpretation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11:19 AM | 11:29 AM on August 13 | 1700  | FSS is, by far, one of THE most important tools for pilots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:08 AM | 11:31 AM on August 13 | 13000 | I would like to communicate with customs service to communicate ETA's, diversions, etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:48 PM  | 2:11 PM on August 13  | 2900  | At times the comment "VFR not recommended" seems to be given almost automatically if there is the slightest chance of MVFR ... with no questions about pilot experience and judgment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2:03 PM  | 2:13 PM on August 13  | 1400  | I think the flight service stations do an outstanding job! I am very satisfied with everything, thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:40 PM  | 2:55 PM on August 13  | 60    | Bangor Flight Service Station staff have been of inestimable value to me as a recent student, and newly-minted private pilot as of 5-11-03. They go out of their way to assist me in giving me understandable, quality information. I frankly would feel lost without them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3:03 PM  | 3:20 PM on August 13  | 4000  | FSS is a service that is immeasurable to pilots of every experience level. To take them away, or to charge for their services, would be detrimental to safety. With rising costs in aviation, pilots are already watching their spending. If they had to pay for FSS services, most pilots would rather just watch The Weather Channel. TWC is a nice outlook or "estimate," but it is nowhere near as good as a real human who can provide accurate weather and flight services. If anything, the FSS needs to grow to suit aviation today, and advertise what it can do for ALL pilots. When our airline dispatch forgets to file our flight plans, I call FSS myself and do it. It is far easier and quicker, and much more streamlined. However, very few pilots know they can still do this. Use of FSS needs to be an FAA campaign.                                                                                                                                                                                                                                                                               |
| 3:09 PM  | 3:33 PM on August 13  | 3506  | Most of the time they go out of there way to be help full.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Started | Submitted            | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3:25 PM | 3:59 PM on August 13 | 750   | I believe that on occasion, that a preflight briefer has information that they aren't sharing for reasons of liability I think. I want to know all the information available, including an opinion. Overall they are spilling out information without adequate interpretation. <...line break...> <...line break...> I have on the other hand been given perfect in-flight information from a center regarding storm cells and vectors around them that have worked out really great! The gentleman was truly a controller I would value every time I fly. On the return trip he asked how it worked for me (showing his interest in me and his job). <...line break...> <...line break...> Overall the flight service station employees have all been good, friendly people. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:02 PM | 4:21 PM on August 13 | 1700  | All of the flight service facilities I have had experience with has been very helpfull. From Florida to Maine. Florida was fantastic with in flight weather help and storm avoidance, Maine was very helpfull with customs going to Canada, bridgeport has done a great job keeping me informed of TFRs Its nice to talk to a human to enforce or help sort out what you see via the Duat service especially if they have local knowledge of the weather patterns in the area or any other restrictions parachuting ect. keep up the good work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4:28 PM | 4:52 PM on August 13 | 1650  | DUATS is the best thing that has been implemented <...line break...> English translation of weather abbreviations is the next best thing <...line break...> FSS breifiers are extremely competent and helpful                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4:41 PM | 5:17 PM on August 13 | 2800  | Flight Watch has been exceptionally helpful to me on several flights in avoiding/interpreting/anticipating adverse weather. However, in times of adverse weather, it can be difficult to get through to Flight Watch. Some means is needed to make more Flight Watch specialists available on discrete frequencies, especially in times of adverse weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:50 PM | 5:21 PM on August 13 | 146   | The FSS is a very valuable last check. I do my flight planning early with DUATS and then do a final standard brief with FSS to confirm current and projected conditions and file flight plans if x-country.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5:01 PM | 5:39 PM on August 13 | 3500  | I remember a time when I had to reach Company while I was flying and I had requested FS to call them for me (1-800-***.****). No Problem. This was just over a year ago. Recently, they objected to my request. They no longer provide that kind of service. Like what? You have to be kidding me. Be it for a deviation from a trip, to ETA, to ordering a pizza or waking up the local FBO lineman at 2:30am local for fuel / pax service, the FSS personal should be making efforts to reach the appropriate personal being requested by the flight crew for what ever reason. This goes straight to the heart of Customer Service. I appreciate the service that FS provides and many times would be at a loss if they were to be removed or if I had to specifically pay out of pocket rather than a federally finded operation existed. Sometimes, even though I like DUATS, that access to weather and other services is not available. FS is and forever should be, even if it is the last line of weather information acqusition / disimination for some, even though it is also the 1st for many airmen. FS is more than just about weather                                                                                      |
|         |                      |       | also, obviously. With TFR's being a major new issue these days, local and more definitive interpritation is required for the protection of everybody's way of life. Notams also. FSS should not be taken for granted, they would be missed if shutdown, or if the services they provided came with new user fees. Sincerely, Zachariah R. Dunham zrdunham@hotmail.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:50 PM | 6:03 PM on August 13 | 3000  | Keep up the good work. Less automation and more people.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5:37 PM | 6:03 PM on August 13 | 3500  | When a briefer is familiar with the type of flying and experience of the pilot, a much better product can be delivered. When I was a student pilot, slow, predictable, and patient briefing allowed me to lean about the system and understand the data being delivered. As a full time professional pilot, I want to have quick, accurate, and appropriate information delivered about my specific requests (i.e. a quick question about a TFR or local weather phenomena versus a full briefing). When you make the briefing match the pilot's level of comprehension, pilots will be more likely to seek the service. This is a tool that the aviation community can not afford to loose. My airline operates a full time dispatch department with over 50 dispatchers. I still frequently call the FSS or "Flight Watch" to verify and cross check information I receive. When our automatic computer flight plan filing software is down, I call the FSS on my cell phone and file it myself. A briefer can learn a lot about the type of information needed by listening to the type of flight, type of aircraft, and tone of the pilot. All in all, great work by our FSSs...I look forward to working with them for years to come. |
| 5:49 PM | 6:06 PM on August 13 | 4700  | I don't use them very often, but when I need them, they're invaluable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:16 PM | 6:14 PM on August 13 | 14600 | Local knowledge can not be provided as it was when there were more FSS's. Local notams are not always disseminated for outlying airports. Walk in briefs require more time but when able and time permits they always provided a good, well briefed feeling. I have been using FSS products for 40 years professionally (high and low altitude) and privately (low altitude). No pro pilot likes being talked "down to", but a good FSS briefer can tell in the first exchange much about the pilot's level of experience. I always preface my request with the fact that I am IFR equiped and trained when getting wx for my C-172. I often give my preference on IFR vs VFR and my personal minimums for the occasion. This helps the briefer tailor. I take down the briefers every comment and METAR/TAF, applicable notam, etc, in my shorthand and carry with me on the flight. I may (20% time) print METAR/TAF from my DUAT session and take it with me. Often I tell the briefer what products I have accessed from the DUATS/AOPA site, and ask specifically for info. Most often, however, I tell the briefer I have an IFR                                                                                                     |
|         |                      |       | or VFR flight plan to file and that I would then like a full route briefing along that route. This gives him the info he needs to tailor his brief. My personal observation is that 90% of briefers really like their job and helping pilots. I nearly always enjoy the exchange and appreciate the reccomendations when offered. I am responsible to make up my own mind but am well armed to do so. <...line break...> Joe Michael Bacon,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|-----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:37 PM  | 7:51 PM on August 13  | 50    | Good service, obviously being provided by people who care. As an LTA pilot it is important that I can deal with a person who KNOWS weather HERE and understands the difference between a twin turbo pilots needs and mine.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:04 PM  | 8:27 PM on August 13  | 105   | My primary contact has been with the Kankakee station. They have always been extremely helpful and patient. It's only my opinion, but I feel they have always performed in an excellent manner and deserve credit for their people skills and their level of professionalism.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1:25 PM  | 8:28 PM on August 13  | 5300  | Great job. Always good to know your there when we need you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8:56 PM  | 9:07 PM on August 13  | 2100  | I have seen a degradation in weather product quality as a result of removing human observations and replacing them with automated systems. To continue this trend to the FSS level will severely degrade general aviation safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:07 PM  | 9:42 PM on August 13  | 134   | Generally satisfied. However, sometimes I've got a person who maybe didn't get enough sleep the night before and was very rude. I've been flying for 24 years and lately the FSS personel may be rude at time or give a sigh when they answer the phone. That almost tells me that they don't like their jobs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:39 PM  | 10:00 PM on August 13 | 260   | I feel FSS personal should have more knowledge of meteorology. Seems all they do is read off thier screen the information they give to you. Flight Watch is a great service for updated weather and forecast.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:39 PM  | 10:01 PM on August 13 | 14000 | Extremely useful before and during flight. Provide me with eyes into the weather conditions as they develop and possible trends to consider.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:47 PM  | 10:12 PM on August 13 | 4900  | Having briefers ask the experience level would help immensely. As an airline pilot that is current in general aviation, it can be very frustrating when the briefer talks to me at the student pilot level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:51 PM  | 0:00 AM on August 14  | 4000  | FSS is an invaluble resource. It provides the personal touch and local knowledge that is necessary to make a safe flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:03 AM | 0:20 AM on August 14  | 8000  | FSS is invaluable asset to all kinds of pilots. <...line break...> I wish there were more FSS's like the old days. <...line break...> Any reduction in FSS's would be a great lost to the US airtransportation system and general aviation. I hope someone listens to the pilots on how important these services are to the safety of flight at all levels of aviation. <...line break...> <...line break...> Concerned Captain <...line break...> General Aviation, Corporate, Cargo and Airline background                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2:08 AM  | 2:24 AM on August 14  | 10000 | San Diego FSS consistantly provides quality service. Briefers are knowledgable, helpful. During a recent Presidentail TFR FSS called us several times with information and updates--a far more responsive service than we've come to expect from commercial cell phone, telephone, and other utilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:56 AM  | 2:32 AM on August 14  | 980   | I am an instructor, so I do mostly local flights. For these flights I normally do not contact FSS for weather services (I information from the internet), but mostly to check or confirm TFR status in the area. When I do go on cross-country flights, however, I always use FSS in conjunction with weather data from the the internet. While the internet can provide large volumes of data and fancy graphics, nothing replaces a briefing with a qualified specialist. I get my own opinion about the weather from the internet sources, but then check this opinion with an FSS weather briefer. I regard FSS to be the professional, accurate, and final check for the weather on such flights. I would not feel comfortabale flying a cross-country flight without having heard the opinion of an FSS briefer. Having a professional to talk with and discuss options (such as route, altitude, and time of departure) is invaluable. I also consider FSS to be the primary source for NOTAM's and PIREP's. I feel that since I have been in aviation, FSS services have greatly contributed to my safety and I hope that the human FSS briefers are to be here in the future. |
| 2:26 AM  | 2:48 AM on August 14  | 1650  | My only complaint with FSS is that for some reason Flight Plan information is not always shared from one FSS to another. This should go into a main database that can be accessed by any FSS. If I file a flight plan in AZ a FSS in FL should be able to open it up and interact with me on it. This has been a recurring problem for me as most of my flying takes place on the boundries of 3 different FSS. (BTV, BGR, and BDR) There have been many times that I have had great difficulty opening/closing/amending both VFR and IFR flight plans that may have been filed with one FSS and I am communicating with a different FSS. This is my only complaint about FSS however. I feel that they provide an invaluable resource for pilots. I ONLY get my info on NOTAMS and TFRs by speaking directly with a briefer who can clearly explain them to me. (especially important in todays environment) From an instructor standpoint it is very helpful for students to get experience in dealing with weather planning and interpretation by working with FSS.                                                                                                                 |
| 3:04 AM  | 3:24 AM on August 14  | 3000  | I fly within the Dulles ADIZ, so I have had to interact with FSS on almost a daily basis. Some days are better than others, but I try not to call anymore because of their long hold times. I check wx at home on ADDS and then walk-in at JYO to file.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7:57 AM  | 8:17 AM on August 14  | 146   | I rely heavily on the telephone FSS services. I always tell the specialists my level of experience, and they respond with the appropriate presentation of information. I would not even consider flying without calling FSS. I use Outlook Briefings frequently because it helps me plan my time more effectively. I consider telephone FSS indispensable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:47 AM  | 9:00 AM on August 14  | 400   | In general, I consider FSS services invaluable and could not imagine conducting safe flight operations without such a service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:07 AM  | 9:17 AM on August 14  | 135   | More consistency in providing VAD Doppler winds at low altitudes would be very useful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:48 AM  | 10:17 AM on August 14 | 1815  | It's a great public service, don't break it!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 11:40 AM | 12:06 PM on August 14 | 340   | I rely on the FSS services as the only source of dependable aeronautical data information, before most of my flying activity. Of course, the service could be improved and modernized with new technology and more user-friendly Internet data availability. BUT THE SYSTEM WORKS AS IT IS NOW. So do not change it too much, and do not take away the one-on-one call with an available, polite, cooperative and experienced briefer. Especially in these days of TFRs and new rules popping up almost instantly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12:05 PM | 12:34 PM on August 14 | 18900 | In over 30 years of professional aviation, FSS personnel have always been paramount in the safety equation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12:28 PM | 12:57 PM on August 14 | 6500  | My responses may seem a bit out of Norms, I flew for 4500 hours as a Navigator and used US FSS extensively to file flight plans and get updated weather info, make phone calls, and get me tel #s to ATC facilities. As a Private Pilot, I used the FSS system extensively to make my way around the US, and relied heavily on their expertise in their local areas to keep me and my passengers safe. FSS is a critical part of in flight safety - FSS often can look at up to the minute weather products and warned me of upcoming embedded Thunderstorms. As a Dispatcher and later Airline Pilot, I again rely on FSS to be the failsafe when the company communication system goes down, or is in an area of poor coverage, I can almost always get FSS on the line (FSS has proven more reliable than ARINC). As an airline Pilot, I use FSS to file flight plans, get updated weather or notam information, and to relay messages to company. I also use FSS to put me in touch with ATC facilities when there is a question about an operation. FSS has also proven invaluable to keep me clear of TFRs.                                                                                             |
|          |                       |       | Keep the FSS, keep staffing it, and get better web based interactive flight planning products. Thanks, Marc Enzi 832-368-4111 menzi@wt.net FO E145 Continental Express Dispatcher Former USMC KC-130 Navigator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:32 PM  | 1:47 PM on August 14  | 740   | I have largely stopped using phone briefings from FSS when I would check briefings against online raw data and found I was being fed selective information. Often I was told "VFR not recommended" and from the data the briefer provided that was a good judgement... but in checking the raw data I found that I was being given data to back up the claim and that the weather situation was in fact quite different. I now obtain my own data and make my own decisions as a result.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:55 PM | 1:48 PM on August 14  | 5000  | I need the FOD flight service to answer my questions when I call on my cell phone. The phone gets them no matter where I'm at. However, once I give origin airport information I'm told to contact the local FSS. PLEASE MAKE THIS STOP!!!! I don't have the ability to copy the phone # for the call at any of those times. Just give me the briefing or file the flight plan. PLEASE!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1:34 PM  | 1:51 PM on August 14  | 600   | Green Bay excellent services, Kankakee very good, Lansing so-so. Other services around country are good to very good. This is in terms of information quality, attitude and communication skills.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1:35 PM  | 2:04 PM on August 14  | 12800 | I always file my IFR flight plan and then brief; thus the briefer has some idea of my experience level based on aircraft type. I always contact FSS for NOTAM info as "legal cover" and pre-brief myself via DUATS or WSI terminal at an FBO. Sad that today's briefers are cloistered in windowless bunkers. I liked the days when I could talk to someone who could look outside and tell me what was really happening/going to happen based on local knowledge. That equates to local FSSs, not the super station concept. Although I highly value ASOS/AWOS, there is no substitute for human observers and local forecasters. I use WSI terminals at FBOs, which most FSSs use as well, so I can look at text and graphics with the briefer and discuss them together. I NEVER file via DUATS because if I want to change a flight plan, or, if a flight fails to be accepted, I want to talk with the facility that took the plan. DUATS has left me without clearances too many times due to rejection of the plan for "some reason" that I never was alerted to. Filing w/ a briefer and getting acknowledgement that the plan is accepted is critical to my job function. Thanks for the survey! KSG |
| 2:08 PM  | 2:20 PM on August 14  | 3500  | For the most part, I have been very happy with the FSS. When I hauled freight, I called them everyday. I don't know what I would have done without them. Very professional group of people who have always gone out of their way to help me. Thank.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:58 PM  | 2:22 PM on August 14  | 8500  | There has been a movement to get rid of FSS for a long time. I STRONGLY disagree with it. I've been flying 14 years now and find that I can get more out of a 5 minute phone call to FSS than from spending 20 minutes sorting through data from the internet where there is so much information to assimilate I often miss critical items. <...line break...> <...line break...> In addition FSS offers a "check and balance" service to my company dispatch department. I can always reach FSS but sometimes cannot reach my dispatcher. With their familiarity of local weather they often are able to use "gut instinct" to accurately forecast hazardous weather be it a low fog bank at ACK or lake effect snow at MKE or TSTMs in the central US.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2:10 PM  | 2:32 PM on August 14  | 1200  | I believe that the FSS is critical to the safety of aviation in the United States and it would be foolish and dangerous to curtail their services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2:28 PM  | 2:40 PM on August 14  | 2185  | The service has been excellent and the personal (by telephone) pre-flight briefings are essential for me to make my fly/no fly decision and when filing an IMC flight plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2:37 PM  | 2:54 PM on August 14  | 300   | The longer the distance, changing weather, and not returning the same day or departing very early and returning very late ... the more important it is to contact FSS. Short hops, clear WX ... Duats ok.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2:52 PM  | 3:19 PM on August 14  | 1150  | The safety of flight is the pilot's responsibility. To accomplish this, the pilot must have the best info possible. We have that with the current FSS system. Cutting costs must come from some other area other than safety related services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:42 PM  | 5:01 PM on August 14  | 1300  | Flight Service does a very good job for me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|-----------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5:40 PM  | 6:24 PM on August 14  | 8000  | I would like very much to see Alaska Region FAA AFSS's and particularly the Fairbanks AFSS increase the number of specialists on duty for inflight positions during peak flight times while maintaining the same level of service with telephone briefings (currently adequate). I would also like to see an RCO placed at the village of Ruby to fill in an 80 mile gap in radio coverage for pilots flying VFR between Galena and Tanana who need for better in-flight communications with AFSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6:14 PM  | 6:25 PM on August 14  | 7000  | KEEP FSS.....period!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:44 PM  | 8:05 PM on August 14  | 750   | NOTAM system is weak, e.g. regarding awareness of airport arrival reservation systems and TFRs in other areas. The need is for a system that helps determine which NOTAMs are important to a flight. <...line break...> <...line break...> Overall FSS briefers and the FSS system are superb, far better (and probably cheaper) than we're likely to have through profit-oriented private companies (I have worked for several government contractors).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:35 PM  | 8:52 PM on August 14  | 700   | The GNV station is by far the best in the south east.I feel I recieve great info and good recommendations. Also matched up with the JAX TRACON/Center it is the best combo out there! <...line break...> I fly through all of FL,GA,SC,NC,AL,MS. <...line break...> <...line break...> Please tell GNV & JAX GREAT JOB!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:44 PM  | 10:26 PM on August 14 | 165   | Although there are some areas for improvemnent, FSS provides very valuable and much appreciated services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:28 PM | 11:43 PM on August 14 | 7000  | I like the services FSS provides. They are an important part of the National Airspace system. I do NOT want to see them go!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12:36 AM | 0:55 AM on August 15  | 950   | Most Fss specialists are top notch but sometimes you draw one that seems as if it's just a job. When my butt's in the soup I expect them to be very professional and caring. I think flight experience is very important for the FSS people especially IMC. Then they know what we are doing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:25 AM | 3:06 AM on August 15  | 550   | The TFR system is a disaster waiting to happen. (FAA needs to regain control of the airspace system from TSA as TSA has zero understanding of aircraft.) On DUATS issues, if www.airnav.com can show me fuel prices 50 miles on either side of my course, why can't FSS tell me about TFRs on my path? As it is, they get a list divided up by ARTCC areas, and have to figure out that the first 12 listings are 200 miles in the opposite direction of my flight. And, why is it that when I'm flying an aircraft with a 500 NM range from the southeast US do I have to have 5 pages of garbage telling me "flight in IRAQ is prohibited"? If the start and end points of my flight are in Florida, why do I have to have ten pages about the Baltimore/DCA ADIZ? If DUATS prints 15 pages of boilerplate every single time, people stop reading it. THEN when something important comes along, it may get missed. All you gotta do is start with a "screen door", (i.e.) "Domestic Flight" or "International". If domestic is selected, all the IRAQ, Afghanistan stuff is omitted. Back to FSS, I value most the briefer's intimate understanding of weather systems and local geography. A "talking head" reading print to me without his/her understanding it isn't that valuable. FSS needs more funds for updated software, and to hang on to its good people. <...line break...> |
| 7:12 AM  | 7:26 AM on August 15  | 3500  | Flight Service Stations are a HUGE resource to all pilots. To loose this would be TERRIBLE! They are so worth the tax dollars put into them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:40 AM  | 9:02 AM on August 15  | 2960  | FSS personnel have been courteous and responsive, but their knowledge of meteorology is often lacking. This results in "one size fits all" weather briefings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:54 AM  | 9:14 AM on August 15  | 2200  | Most FSS's are very responsive with accurate weather data. Some tend to offer inappropriate "go/no go" decisions. The biggest problem with the FSS system as I use it is the inevitable, unacceptable time spent on hold attempting to reach the Miami FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:16 AM | 10:40 AM on August 15 | 15000 | I would say that 90% of FSS staff don't Fly <...line break...> and they don't know aviation. <...line break...> It's a job for the "Government" <...line break...> The staff don't hear what your asking them                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:47 AM | 11:24 AM on August 15 | 10000 | FSS needs to have longer range data available: ie. 72,96, 120 hour forecasts. There would appear to be much less liability in the longer range data than the short range data. I mention this as I have heard liability as an excuse why longer range data is not available. It it certainly becoming more reliable and of course should always be continually updated and in cockpit data would be best for final decisions!! I would be happy to participate in more in depth review of FSS. Don <...line break...> highfly@jps.net                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11:06 AM | 11:30 AM on August 15 | 5985  | I find that Columbia, MO FSS does a great job. I fly Air Charter 3- 4 times a week..... they are very helpful. If we eliminate FSS personal contact via phone and if we start charging pilots for briefings, the level of flight safety will drop to a disastrous level.....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:19 PM  | 1:58 PM on August 15  | 240   | Since rapidly changing TFR/NOTAM information is the biggest unknown for local/training flights (where weather is relatively static in this part of the country), this information is probably the most valuable service from FSS for me. It's important that briefers understand pilots' need for NOTAM-only briefings. <...line break...> <...line break...> Also, I feel FSS interaction is an extremely valuable learning experience for student pilots, and briefers should always have patience and keep in mind their roles as teachers helping pilots work safely within the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1:43 PM  | 1:58 PM on August 15  | 500   | There has long been a problem with regards to accepting routing for VFR flight plans. Most briefers will allow the name of a local lake or mountain for routing. But several will not accept it, and ask for a near-by nav-aid, or airport, even if it completely changes the route. This I fell is unacceptable. If the name of a landmark appears on a VFR chart, the briefer MUST accept it. After all, the information is used to aid search and rescue. If this information is incorrect, what's the point?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| 2:12 PM  | 3:13 PM on August 15  | 3200  | Most briefers have been very helpful and take the time to answer questions (GPS notams, specific wx questions). I inform them of type of flights I do and they provide me with useful wx and NOTAM briefs without unnecessary stuff. It's nice that many are pilots and can answer technical questions. I'm glad they're there when I'm in the air and need their assistance with a flight plan or updated wx. I count on them for the latest NOTAMS and TFRs more than I would trust an automated system for that info. I keep up with wx via internet, but since no data is available in my cockpit, FSS is very useful for the latest wx info. It's also really nice to talk to most of these people - the customer service is generally very good - I think it has possibly improved over the last few years.                                                                                                                                                                            |
| 2:50 PM  | 3:18 PM on August 15  | 1300  | I consider FSS to be a valuable method of obtaining flight information. Bring back the individual FSS stations. Each time the FAA automates their service, the pilot loses service. AFSS was never equal or better service as originally promised. I have flown for 40 years and watched the FSS service deteriorate the past 20 years because of automation, especially with ASOS type equipment. This equipment is of limited value. Any further reduction in AFSS stations will only drive pilots away. <...line break...> <...line break...> A great deal of personal service is no longer available in the mountain areas except those few FSS individuals who are familiar with that part of the country (river and local airport names and location). Let the FSS people brief without being required to provide so much unnecessary information such as VFR flight not recommended, or other data. Let them get to the point and tell us what we need. Thank you. <...line break...> |
| 9:31 PM  | 9:59 PM on August 15  | 2450  | I am happy with the service provided by FSS. I like having one phone number (1-800-wxbrief) that I can use anywhere to get the information I need for flight planning. In the current conditions of potential threats to the US, FSS provides me with the up to date information to make a safe flight without the unnecessary fear of violating areas of Temporary Flight Restrictions. NOTAMS available from FSS help insure a happy and safe flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10:26 PM | 10:39 PM on August 15 | 450   | Flight Service is an invaluable tool for pilots of all levels of experience. It is a service that should forever be handled by a Federal entity and NEVER be privatized.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10:34 PM | 10:46 PM on August 15 | 2600  | The trend is to reduce FSS while weather is still a large factor in fatal aircraft accidents. FSS briefs thousands a day. If I self-briefed 10X a day I couldn't match their experience level. AWOS visibility is broke, too. Fix it or use a human eye to report visibility. I use a human eye to fly and not whatever AWOS uses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11:38 PM | 0:19 AM on August 16  | 30000 | I fly 80+ hrs a month with a landing every 20 min. I am scheduled to make 3 departures a day, 15 days a month from Nome, Alaska. Each of these flights are with a flight plan filed with Nome FSS. When ever possible, flight plans are filed by phone. If not by phone, by radio. <...line break...> During times of fast changing weather patterns, I use remote radio outlets to Nome FSS to keep tabs on the weather along my intended route of flight. Our FSS specialists knowledge of the area make them the most valuable resource of information during times of rapidly changing weather conditions and irreplaceable during occasional emergency occurrences. <...line break...> <...line break...> Victor L. Olsen <...line break...> 1606267 ATP <...line break...> Nome, Alaska                                                                                                                                                                                                |
| 1:59 PM  | 0:22 AM on August 16  | 900   | There are times when only speaking personally with a FSS specialist can give me the type of information I require. No automated system can provide the depth or specificity I may require at a certain time in order to feel confident with my flight planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:13 AM | 0:28 AM on August 16  | 201   | I enjoy the human aspect of the FSS. It is someone that can clarify a question that I have. They are the experts in their field. I know a little bit about the weather, so it is nice to have someone that is there to answer questions and offer advice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:04 AM  | 8:28 AM on August 16  | 220   | As a relatively new pilot, I find it comforting to discuss weather issues with someone who spends their day evaluating this process. I feel that having a specialist who can assist me with weather is critical, and has prevented me from venturing into areas that would not have been in my favor. Thank you FSS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8:10 AM  | 8:31 AM on August 16  | 380   | It is very important that I am able to talk with a specialist and that s/he takes the time I need to understand the data and their interpretations. I especially appreciate specialists who ask if there is anything else I would like to inquire about, and those who ask if I would like to have more information about specific things and they name them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:10 AM  | 8:40 AM on August 16  | 5000  | I feel that over all the system is very good. On occasion I have run into attitude that took attention away from the briefing .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:17 AM | 10:49 AM on August 16 | 850   | FSS are the backbone of aviation weather, notams & TFRs. The ability of FSS people to help in the air makes a go out of a no-go flight. If everone had a stormscope, radar, & was well trained to use them Flight Watch might not be so valuable. <...line break...> New pilots need the direction FSS gives them. <...line break...> I value the FSS very much. Flight Watch has help me out many times.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:57 AM | 11:22 AM on August 16 | 750   | The "Do they ask about my experience" question threw me. I'm frequently asked if I'm IFR-capable, but I don't ever recall having been asked about hours or experience. <...line break...> <...line break...> I would like to better understand when to contact Flight Watch vs Radio, and how best to ensure I'm using the best Radio contact (I've used chart info and have been told to try other stations...the most reliable for me has been picking the closest airport from the AFD and looking up contact info proposed there)                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:15 AM | 11:49 AM on August 16 | 3400  | I am happy with the competency, responsiveness, and helpfulness of FSS personnel. I prefer walk-in briefings, but it is not practical most times. Briefers sometimes fail to offer important information such as NOTAMS. DUATS needs to be more focused to flight needs. A 20 page printout covering a 500 mile radius is excessive and detracts from important info! I am looking forward to using inflight data links for real-time, graphical flight info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 12:01 PM | 12:26 PM on August 16 | 400   | The services offered provided by the FSS have decreased significantly since the consolidation back in the 1980's. Airport advisories are almost non-existent, DF equipment has all but disappeared and utilizing automated weather reporting stations at locations that have trained observers is insane. Most pilots I talk to have almost zero confidence in the wx reporting abilities of awos/asos. Much local knowledge and personalized services have been lost since the AFSS's came into being.                                                                                                                                                                                                                                                                                |
| 1:39 PM  | 2:00 PM on August 16  | 5700  | Cleveland's FSS briefer's have been very good in providing weather and notam briefings. As an instructor, I have student's call and get a briefing when doing ground instruction on obtaining weather briefing. In 90% of these 'first encounters' for the students, the briefer's are very patient and courteous. The other 10% of time, the briefer's need to slow down while briefing students, some still are too fast after requested too slow down. This is a complaint with students with other briefings besides the one's I monitor.                                                                                                                                                                                                                                          |
| 2:12 PM  | 2:34 PM on August 16  | 3000  | These services are very important to flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3:06 PM  | 3:23 PM on August 16  | 1450  | My aircraft is based at Leesburg Municipal Airport (JYO). Before each flight we get a walk-in face-to-face brief, a tremendous benefit that most pilots can not enjoy. Excellent service!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:40 PM  | 10:17 PM on August 16 | 10    | THE NOTAM MESS IS THE MOST SERIOUS PROBLEM FACING THE FSS NOW. THE FSS NEEDS TO ACTIVELY WORK WITH TSA AND SECRET SERVICE AND AIRPORT OPERATORS AND ATS TO GET A SIMPLY, RELIABLE, ACCURATE, AND USER FRIENDLY DISTRIBUTION OF NOTAMS. I ONCE HAD A FLIGHT FROM EUROPE TO USA WHERE I WAS PROVIDED WITH OVER 50 PAGES OF NOTAMS.....ONLY APPROXIMATELY ONE PAGE WAS USEFUL INFORMATION. AS A GENERAL AVIATION PILOT I AM FREQUENTLY GIVEN INCOMPLETE AND INACCURATE NOTAM INFORMATION. AGAIN THE MAJORITY OF NOTAMS ARE USELESS, BUT BURIED IN THIS MASS OF INFORMATION MIGHT BE A VERY IMPORTANT BIT OF INFORMATION. AGAIN, LET ME EMPHASIZE HOW BAD THE NOTAM DISTRIBUTION SYSTEM IS FOR BOTH AIRLINE AND GENERAL AVIATION OPERATIONS. TRUST ME, I SEE IT FROM BOTH TYPES OF FLYING. |
| 12:15 PM | 12:30 PM on August 17 | 150   | Great experience interacting with the professional FSS employees...Certainly a value to those pilots (like myself) needing experienced, knowledgeable opinions on the weather/information available for my needs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2:45 PM  | 1:06 PM on August 17  | 6450  | I have no problems w/ the services provided for by FSS personnel. The problem I have is that for years the FSS specialists are rude in general. It's no wonder that I prefer internet DUAT briefs since FSS attitudes seem to never change. Many briefers appear to be rude and impatient. They forget that they are working for serving pilots, not themselves.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:40 PM  | 4:23 PM on August 17  | 1315  | I like receiving information from FSS facilities because I value their expertise. The FSS Specialist has the most current information, not something hours or days old available from the Internet or DUATS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4:29 PM  | 4:54 PM on August 17  | 6600  | Telephone holding times are too long. Many times on the radio I am told "you are number 2 [or 3]". It seems more personnel are needed. I don't need to hear "VFR is not recommended". I want someone to interpret the weather and tell me what they see developing, not to simply read a report that I can get from a computer. The specialists have extensive knowledge and capabilities. The lawyers need to let the specialists use there talents and not get bogged down with requirements that add unnecessary verbiage and wasted time in their briefings. - Thanks for letting me express my opinion!                                                                                                                                                                           |
| 4:19 PM  | 5:24 PM on August 17  | 2200  | Over all I have received very good service from FSS. Many of the briefers have gone beyopnd the "standard" response and insured their replies were thoroughly understood. Am old enough to remember the walkin briefings and "schooling" received from FSS personnel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:44 PM  | 6:01 PM on August 17  | 312   | I value the one on one conversations with the briefers. However, many times they describe weather in terms that I am unfamiliar with. A laymens explanation of weather would most often help with my understanding.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:01 PM  | 7:39 PM on August 17  | 2300  | I don't know how I could fly cross country trips of more than 200 miles without FSS providing weather and accepting flight plans. FSS is essential to the utility of general aviation and I assume commercial airlines as well. I think they do a great job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8:35 PM  | 8:55 PM on August 17  | 325   | I think all the FSS facilities I have ever contacted have done an excellent job! thank you! and keep up the good work. Sometimes weather changes during flight but it is nature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:03 PM | 10:40 PM on August 17 | 5000  | Flight Service Stations should remain under government control.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:54 PM | 11:21 PM on August 17 | 1200  | I place great value on local (One in each state)FSS's. The specialists know local issues, recognize airports and distances from notams, hazards, etc. I can look at internet weather all day but I call the FSS "expert" to help me analyze it. They look at it all the time, I don't. We need them!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11:03 PM | 11:27 PM on August 17 | 1410  | When you have to use the safeguard term VFR flight not recomended. After saying that go ahead and give the best possible briefing that you can, and don't try to blow off the customer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:57 PM | 0:12 AM on August 18  | 1985  | Flight Service Stations are an without question <...line break...> a valuable and necessary service for pilots flying <...line break...> in the State of Alaska.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12:46 AM | 1:04 AM on August 18  | 132   | FSS provide a vital link in the national airspace system, and are a key component in enabling general aviation to thrive in a complex, increasingly security-driven environment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 1:08 AM  | 1:34 AM on August 18  | 420   | The folks at Hawthorne (CA) are always knowledgeable and pleasant and if I didn't get the info the first time, they have no problem going over the info again --esp re: IFR flights!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1:31 AM  | 1:51 AM on August 18  | 3500  | Overall, I believe they are an invaluable resource, particularly when the weather becomes marginal or changes rather quickly. If nothing else, they are one more opinion to consider in the go/no go decision and that one extra opinion may end up saving your life someday.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:11 AM  | 9:31 AM on August 18  | 1000  | WE AT THE CIVIL AIR PATROL IN CLE WE USE FSS ALL THE TIME BOTH ON THE TELEPHONE AND VIA THE RADIO. WE NORMALLY FILE FLIGHT PLANS VIA THE INTERNET AND HAVE THE PRINTED WX IN THE COCKPIT WITH US BUT OBTAIN A FULL WX BRIEF VIA TELEPHONE 100% OF THE TIME. WE USE IN-FLIGHT SERVICES 75% OF THE FLIGHTS. FSS RADIO IS ARE MOST VALUABLE SOURCE FOR DYNAMIC HAZARDOUS WX AVOIDANCE SUCH AS THUNDERSTORMS AND ICING. <...line break...> <...line break...> OBVIOUSLY, WE RELAY ON FSS GREATLY, THEY ARE ESSENTIAL TO OUR FLYING AND WE ARE VERY PLEASED WITH THE SERVICES THEY ALL PROVIDE. CLE FSS IS GREAT <...line break...> <...line break...> IVAN HUTTER <...line break...> CGF AIRPORT <...line break...> VICE COMMANDER <...line break...> CIVIL AIR PATROL, CLE EMERGENCY SERVICES                                                                                                                                                                                                                                                                                                                                                             |
| 9:26 AM  | 9:50 AM on August 18  | 150   | My overall experience with FSS has been good. Response time on the phone should be better. Some subjective comments about mountain visibility in a certain area by a knowledgeable briefer probably saved my neck as a student solo pilot. I use the internet a lot but when I really have doubts about a go-nogo decision, I call the FSS and talk to the briefer - an important service. If there were a walk up FSS where I fly I would probably use it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:16 AM | 10:36 AM on August 18 | 3200  | I think the human one-on-one is great. These people do a great job. Anniston briefers are very capable, personable and easy to communicate with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10:45 AM | 11:08 AM on August 18 | 10000 | nothing needs to be changed except for maybe more FSS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:20 PM  | 1:37 PM on August 18  | 7500  | ADD MORE BRIEFERS !!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:39 PM  | 1:57 PM on August 18  | 20708 | Sometimes the wait to answer the phone is over <...line break...> 10 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3:08 PM  | 3:31 PM on August 18  | 2000  | The key to safety is a correct interpretation of the flight environment. The FSS station is a key part in ensuring success. First is the actual over the counter briefs which allow face to face interaction. Second is the phone interaction. All this aids in the decision process for the pilot. Leaving the pilot to do it all by himself through the internet or by remote phone to a central location is taking a valuable part of the process out of the loop. This will increase risk and decrease safety as experience and the ability to properly interpret information is impacted. The Government has an inherent responsibility to provide safe and secure skies for both the pilot and his passengers as well as those below the routes of flight. The FSS have been an integral part in making the skies as safe as possible. To do away or reduce the quality of this service would be a dereliction of duty on the part of the FAA.                                                                                                                                                                                                   |
| 4:42 PM  | 5:08 PM on August 18  | 15000 | FSS has been an extremely important part of Aviation Safety. We need to maintain that high level of expertise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4:58 PM  | 5:20 PM on August 18  | 1100  | In general, the FSS personnel are very good at what they do. One thing I do not like is when I ask for the hourly and forecast for my route of flight and get a general comment like, "scattered clouds along the route of flight." I have been a pilot for 25 yrs. When I ask for the hourly and forecasts, I want to match the existing conditions to those forecast and draw my own conclusions. FSS people would serve pilots better if they read the data as it is written and didn't skip steps or try to "synthesize" it for the pilot. I was astonished to hear a Kankakee FSS guy say at a seminar he was not a pilot, nor a meteorologist! No wonder you sometimes get these weird, abbreviated, useless briefings! Also, about two years ago I was flying on a day forecast to be CLR and unlimited, that was actually very foggy, with tops at around 2000 MSL. I dropped pilot reports from Chgo to Minneapolis on the rapidly changing conditions. Not only did none of these UAs ever show up in the system, we forgot to close our flight plan, and no one ever looked for us. I sat at the FBO all day, and the FSS never called this |
|          |                       |       | uncontrolled field to find us! That day made me greatly lose faith in the FSS system. I now file my flight plan with the wife of my copilot. She will look for us if we are 30 mins late. I suspect your survey is really asking, "Do we need human FSS people anymore?" I think the answer is a resounding YES! I would like to see the FSS specialists get a little more meteorology education and info on what pilots really are looking for, so when they do interpret data, they do it correctly and in a way they will help a pilot, rather than put an incorrect spin on what is happening. Also, the FSS people should be encouraged to listen to what the pilot is asking for, and just READ the METAR, TAF, or whatever is being asked for. The pilot can make the interpretation, or ask for help if necessary. Most pilots are taught how to interpret the raw weather data for themselves. The FSS is the delivery vehicle for that data. But sometimes you must DEMAND that they just read you the data! They want you to just blythely go off knowing there are "scattered clouds" somewhere in Illinois! That is not good enough!      |
| 5:18 PM  | 5:35 PM on August 18  | 8000  | Generally I have received excellent service from AFSS's                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5:22 PM  | 5:43 PM on August 18  | 1415  | Generally outstanding. I rely heavily on them, and feel I am a much better and safer pilot because of the ability to interact with a live person who can properly tailor the services to my needs. Several times I have called about making a flight, and after receiving the briefing, decided that the flight was not wise based on my level of experience or my recency of flight, even though I have a large number of hours of actual instrument time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|-----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5:02 PM  | 5:49 PM on August 18  | 1060  | I believe I'm getting my tax dollars' worth out of FSS. As an integral part of the US aviation system, my hope is that FSS service improvements will only be considered within the context of overall aviation system safety and effectiveness. Do not attempt to improve FSS without taking into serious consideration the 'ripple' effects that changes will have on other parts (pilot training, ATC capacity, weather data providers, etc.) of the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:07 PM  | 8:51 PM on August 18  | 1700  | I do not believe any one should be controlling/briefing air traffic with out some aircraft related experience or ratings. In the last 20 years the emphasis has been on "Quota" hires. Now we talk to persons, mostly female or minority, that have only been in aircraft as a passenger or in the jump-seat for "FAM" trips at the airlines expense. They have no idea what it is like to pilot an aircraft, deal with weather while aloft, worry about NOTAMS or being forced down by F-16s for making a mistake! I would like to see it manditory that to work in air traffic, one has to at least have taken some kind of pilot/aircrew training. In addition, the quality of briefings is lacking. In listening to the person I can tell they have little background of what they speak. Especially when they give "VFR Not Recommended" for an area totally out of ones route! Thats why I almost always use DUATS. In summary: The FAA it seems is always a day late in it's duty and highly over paid for what they do. FSS personnel are paid more than most of the pilots they brief! Especially the airlines. I hate to see the "last days" of the FSS. But it is coming. The people with experience have retired or died off. Computer |
| 9:55 PM  | 10:16 PM on August 18 | 4000  | working now. Quality in hiring is lacking. Automate more, pay em'less and hire more bodies!<br>I have had very positive experience with Flight Service for the past 25 yrs. Most specialist try very hard to do a good job and provide what you need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:55 PM | 11:17 PM on August 18 | 2500  | I am quite satisfied by my current telephone interaction with FSS. My main concern is that such FSS services be continued. I see no need for further automation. My only real complaint is that the recorded general information which is played upon FSS answering of the telephone has no version information associated with it so I have no real way to know whether I have heard it before without wasting a lot of time listenting to it all over again. Why not do the same as with ATIS broadcasts and use a version number or letter (e.g., "echo", "foxtrot", etc) so we can immediately know whether there is any new information to be gained by waiting and listening through the whole thing. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 12:22 AM | 0:43 AM on August 19  | 1400  | I find the accuracy of information questional at times. Often the FSS briefer is more negative on the weather than the actual conditions that exist. <...line break...> I have found the use of a land line difficult because of the delays in speaking to a person so that is why I look at the WEB for data and call enrout to get updates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9:08 AM  | 9:28 AM on August 19  | 830   | Personal interaction with a Flight Briefer is extremely important - internet/computer/tv give useful information but new pilots or inexperienced pilots need someone to interpret for them. Taught a weather class at our local community college for 18 years and most pilots are not knowledgable enough about weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:18 AM | 10:40 AM on August 19 | 5000  | Recently I called FSS (in GA) on my VA cellphone. Got Leesburg FSS. They refused to take my flight plan and standard briefing because "Macon FSS would be better qualified to interpret TFR's in the Macon area". This is a serious breakdown of the intent of the nationwide FSS service!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:15 AM | 11:51 AM on August 19 | 875   | There needs to be at least one flight service station in every state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:41 AM | 12:00 PM on August 19 | 3700  | I am very happy with the quality of services I receive from FSS. I think the human interaction (actually talking to a real person) is the most important thing to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:31 PM | 12:52 PM on August 19 | 1600  | I think the FAA should trim down Flight Service Stations. I get more usable weather information from the Internet, but I still use FSS's to file. However, absolutely do not privatize ATC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:01 PM  | 1:23 PM on August 19  | 6600  | FSS facilities are most important to safe flying in today's flight environment with the accurate and timely real time information. This is quite a contrast to my early flying days in the 1960's.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1:52 PM  | 2:11 PM on August 19  | 300   | I call flight service whenever I leave the local area for wether and notams. I call enrout for weather changes and when I am unfamiliar with things such as mountain waves in the rockies. Gainesville has always been more than helpful and I would not like to see it go automated at all. I like the interaction with a human , being able to speculate and also derive information that I may forget to ask.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2:41 PM  | 3:09 PM on August 19  | 980   | My experiences dealing with Hawthorne FSS during telephone briefings have been outstanding.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:12 PM  | 4:30 PM on August 19  | 5250  | Very good but not as good as when there were more FSS stations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4:59 PM  | 5:24 PM on August 19  | 460   | The most important need for improvement at/with FSS is the installation of modern computer systems for briefer support. There are frequently times when much of the briefing time is spent waiting for the computer to respond to the briefer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4:28 PM  | 5:28 PM on August 19  | 325   | Overall very good. I really appreciate those briefers who understand my limited experience level and can brief to my level and are willing to take the time to explain weather factors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5:41 PM  | 6:03 PM on August 19  | 2545  | It is my experience the FSS briefers are excellent and care a great deal about each and every flight and route that is reported to them. They are very helpfull when weather is unpredictabel or there a flight path may experience some weather related difficulty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5:20 PM  | 6:21 PM on August 19  | 1025  | I think this survey should say it all !!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 5:06 PM  | 6:43 PM on August 19  | 440   | My preferred method of use is to use automated (web mostly) tools for basic data collection (weather, NOTAMs, TFRs, etc.), and to use FSS briefers for interpretation, complex questions and a validation of my understanding. This approach has proven fairly effective and efficient for me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:19 PM  | 7:34 PM on August 19  | 10000 | I frequently view internet based weather information while talking to an FSS briefer on the telephone, or walk in to the AFSS, so that I can benefit from the briefer's experience in the local area, but at the same time I am able to view the images which help me to understand what the briefer is describing. <...line break...> <...line break...> I almost always brief with the FSS in the area, and firmly believe that they are the only reliable source of ALL the information we need for safe flight. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                                                                           |
| 7:29 PM  | 8:05 PM on August 19  | 1300  | Generally get useful briefings but when the briefer starts rattling off waypoints of weather areas I would rather see that on screen.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:04 PM  | 8:26 PM on August 19  | 5100  | Local service is better than good. Pilots are the problem. They don't learn or are not being instructed how to get the most out of the FSS system and the amount of help there is available to them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:46 PM  | 9:57 PM on August 19  | 4200  | I also encourage the development of Cockpit data link services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:30 PM  | 10:13 PM on August 19 | 8000  | FSS are totally out of the loop of IFR operations, they should be PHYSICALLY close to the approach/departure and center controllers. Having to make a separate call to close (or open) a VFR flight is appalling. As a rule they have absolutely no concept of what happens during a typical IFR flight (or VFR for that matter) Flight training should be mandatory at least to the Private level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:31 PM | 10:43 PM on August 19 | 400   | Nothing can ever replace having a human to interpret the data. They can detect trends better and detect when the actual conditions are not meeting the forecast. Humans can explain weather and non weather in various ways to match level of the pilot and also various learning styles.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:38 PM | 10:59 PM on August 19 | 700   | Calling FSS is always an enjoyable experience. I find the information I am given is always accurate and pertinent and the persons I speak with are always very friendly and helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6:53 AM  | 7:04 AM on August 20  | 350   | From these questions one would assume MITRE is stacking this survey towards non-human services. At a time of great confusion (ie TFR's etc) a COMPUTER is not the answer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:33 AM  | 10:00 AM on August 20 | 850   | An excellent service, most briefers are very accommodating and offer services/information suitable to my needs. I value their interpretation, but know that I'm solely responsible for my flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10:40 AM | 11:00 AM on August 20 | 2300  | I use abq fss for most of my weather briefing and I don't think I could fly this area or other areas with the same confidence if I did not talk to a live person one on one. We need to keep this service available to all pilots. <...line break...> thanks Perry Null                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:02 AM | 11:29 AM on August 20 | 18345 | The flight service stations are very expensive to operate. They are mainly needed only in remote areas where ATC capabilities (ie, ARTCCs, TRACONS and Terminal facilities) do not have coverage. With today's technologies available an alternative to the human contact needs to be implemented. A <...line break...> greater use of satellite communications from ground data capabilities to the cockpit MFD displays is what is needed. The individual face to face briefings are a thing of the past. In addition, <...line break...> a greater emphasis needs to be placed in the teaching of weather and ATC services that are available for weather and advisories. We also need more visual data available for self-briefings through automated means and hard copies of flight plans that are submitted for the pilot, plus the capabilities to have the information available to the pilot in real time in the cockpit during a flight. |
| 12:15 PM | 12:32 PM on August 20 | 2600  | They're good. I just wish there were more of them at St. Pete and Millville to reduce waiting time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:26 PM | 12:49 PM on August 20 | 2600  | I am extremely pleased with the information I have received from and my interactions with FSSs in the years ('96-now) that I have flown. They have been able to answer my harder questions with reliability and have good customer relations skills. These are government employees who truly work "for the people". I have a hard time believing a change would be a change for the better. <...line break...> <...line break...> Rich Mueller, CFII, AGI, IGI <...line break...> Airport Operations Manager <...line break...> Tacoma Narrows Airport <...line break...>                                                                                                                                                                                                                                                                                                                                                                          |
| 2:12 PM  | 2:36 PM on August 20  | 2100  | ABQ is the best I have been to. The human is so much better than machines and in the long run cheaper.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:46 PM  | 3:11 PM on August 20  | 1400  | Closing of FSS's would be a bad idea, because specialist familiarity with local weather, geography, traffic, airspace, and TFR's is extremely important. Charging pilots a fee for FSS services would be an equally bad idea, because most would simply forgo FSS briefings and use whatever information is available at no charge on the Internet, television, and radio.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:38 PM  | 4:09 PM on August 20  | 2500  | I feel that the taxpayer and aviation community will be better served by a more professional, disciplined organization not hobbled by a self-serving labor union that has no interest beyond perpetuating its own very lucrative employment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:33 PM  | 5:04 PM on August 20  | 275   | Though I have never been asked the number of hours I have flown, I feel sure that the briefer has tailored his briefing to my relatively low flying time. He knows from the questions that I ask and the manner in which I express my concern and questions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5:31 PM  | 6:03 PM on August 20  | 250   | They're better than your average government employee, I feel they are concerned for my safety. Their morale seems low lately, like they don't know where they are headed career wise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8:22 PM  | 8:52 PM on August 20  | 490   | FSS people are great. Some things that I didn't show interest in obtaining from FSS is because I have access to them from other sources. Particularly the flight planning services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 9:25 PM  | 9:36 PM on August 20  | 4500  | my primary provider for services is albuquerque. <...line break...> they are consistently excellent- call me by name eventhough we've never met face to face.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9:18 PM  | 9:37 PM on August 20  | 4525  | I'm most pleased with the level of service provided!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:28 PM | 10:57 PM on August 20 | 1200  | 1. Radio transmissions from flight service stations in the air are often poor, hard to hear. <...line break...> 2. When planning a trip in IMC, would be helpful if briefers would automatically offer advice on where acceptable alternates would be, and give an idea of where the best weather was in case of lost comm and equipment failure (and therefore a need to go toward the best weather).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11:24 PM | 11:51 PM on August 20 | 63    | I am impressed by the accuracy of flight and weather information relayed during briefings. The briefers are consistently courteous and express an interest in providing as much essential data as possible. At the end of each briefing I feel that I have received all pertinent data for the flight and at times have received information from the breifer which I failed to request and he/she deemed as important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:59 PM | 0:29 AM on August 21  | 550   | The FSS specialists are the most valuable people in the FAA. They are always courteous, helpful, and professional. I value their insight of the weather outlook for my flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12:16 PM | 12:42 PM on August 21 | 6200  | Would be lost without it. To start and COMPLETE <...line break...> a pipeline patrol I MUST know what the weather <...line break...> is doing! Person to person on the phone is the only <...line break...> practical means to obtain a good briefing for me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:22 AM | 12:58 PM on August 21 | 105   | There is no consistency when filing flight plans to get out of ADIZ. Each time I call they ask for different information or ask me to do things differently and then act like it is my fault that I don't know the proper way to do things. Also the holding for 10-20 minutes on good VFR days is totally unacceptable. If Security wants the ADIZ then they should pay for the added staff to meet the extra demand rather than expecting FAA to pay for their new requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2:16 PM  | 2:41 PM on August 21  | 6590  | I have noticed if you don't ask for ALL notams you will not get some very important and often safety related issues at the airport of destination. I wish all notams were given. LOCAL and FDC unless refused by pilot.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2:57 PM  | 3:20 PM on August 21  | 1850  | We need them for safe and legal flying                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3:05 PM  | 3:24 PM on August 21  | 230   | The FSS facilities provide invaluable information to pilots. I am very satisfied with the level of service and information available. <...line break...> <...line break...> If I could choose one thing to improve, it would be the attitudes of a VERY SELECT few briefers. Most of the time, I get a breifer who is very helpful and willing to do what is required for me to get a complete weather picture; other times I'll get a breifer who sounds like they can't wait to get me off the phone. I can see where this MIGHT intimidate a student pilot and cause them to get off the phone prior to obtaining satisfactory information. <...line break...> <...line break...> Regarding the FSS specialist's interpretation of information, I think it is extremely important to make it clear to the pilots that it is only an interpretation. <...line break...> <...line break...> Once again, I am very satisfied with the FSS facilities I have come across; they seem like a good group of people working together to promote flight safety. I'm sure many lives have been saved and losses prevented thanks to the FSS facilities around the country. |
| 4:13 PM  | 4:35 PM on August 21  | 12850 | We need to improve the training of the FSS Specialists!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2:12 PM  | 4:55 PM on August 21  | 350   | I couldn't have asked for better services from the Flight Service crew in Lansing Michigan. No matter whom I talk to, I feel comfortable communicating with the professionals they each and everytime. I do not believe any private organization can match their quality of service. Please! do not change a thing. Thank You                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6:35 PM  | 7:10 PM on August 21  | 1060  | For most of my local flights, I do not need to contact the FSS. I do so more now since we have more TFR's and since I am in the P-49 area (just north of it), I need to get updated briefings. <...line break...> <...line break...> Air Traffic Control and FSS are inherently a Government Function and SHOULD NOT be Privatized. For the most part, I believe that government employees, in this function, do a better job for us pilots, private and commercial. <...line break...> <...line break...> Also the National Air Space belongs to all citizens and should not be restricted any more than absolutely necessary. For instance, P-49, and most Presidential Airspace Restrictions, would provide the necessary protection with a 20 mile radius instead of a 30 mile radius. A 7.5 mile "no fly" zone would be OK. You will notice that the "Camp David" Restricted Air Space is smaller and seems to work well.                                                                                                                                                                                                                                      |
| 7:12 PM  | 7:21 PM on August 21  | 850   | overall a great system, and an important part of the national aviation system. I do not think that automation will effectively replace well-trained people like the ones I usually run in to. <...line break...> <...line break...> GREAT JOB!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7:49 PM  | 8:03 PM on August 21  | 92    | The only "real problems" I have had with FSS has been a disagreement (between different Specialists) about the aircraft type/equipment codes. One has been very 'forceful' in his assessment, to the degree that I have been known to use DUATS to avoid filing flight plans via telephone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:38 PM  | 9:02 PM on August 21  | 630   | I usually get weather over the internet and then call Flight Services to make sure I've interpreted it correctly. It would be useful to see what the breifer is seeing when I am briefed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9:08 PM  | 9:21 PM on August 21  | 6980  | I have always received excellent assistance from FSS. Telephone and radio service is professional and always helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9:50 PM  | 10:06 PM on August 21 | 825   | I have had great service from kkk fss station                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 9:46 PM  | 10:07 PM on August 21 | 290   | My utilization of FSS is low because most of my flights are in the local area, where a look out the window is all that is needed. For EVERY crosscountry, I check DUATS, form a general impression, and then call FSS. This is because I am very weather careful and I want to have an expert's opinion to backstop my own. I would not leave crosscountry without a preflight brief from a person. They understand trends and probabilities much better than I do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:51 PM  | 10:11 PM on August 21 | 125   | Overall, I'm quite happy with the services provided by my local FSS. In general, they know the unique flying environment that the Rocky Mountains provide and this is a critical to flight safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11:26 PM | 0:00 AM on August 22  | 490   | FSS specialists still provide a very valuable service. I would not want to see any reduction in staffing or hours. While I also would to see more frequent updates to the recorded information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:47 PM | 0:17 AM on August 22  | 5600  | The Flight Service Specialists are invaluable and irreplaceable. Better tools for the Specialists are needed to make sure they are able to keep pace with technology. They are presently working with out dated equipment and are still able to proved the best service in the world. Any cutbacks in staffing or contracting out (privitization) will in my opinion be a detriment to the safety of aviation. Give them the money, tools, and staffing they need. Stop any movement to contracting out or privatization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:06 AM | 0:50 AM on August 22  | 216   | It is tremendously helpfull to talk with these people and get everything I need to know without the irrelevant stuff from the online services. <...line break...> <...line break...> On the last question of possible improvement, I think they are doing great!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:17 AM  | 3:40 AM on August 22  | 720   | The availability of a human being to provide and help interpret weather and other flight data is crucial. Though DUATS is valuable, too, often I am not able to use DUATS because a computer is not handy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:22 AM  | 5:39 AM on August 22  | 1050  | Parking access to the Honolulu station would provide more convenience. <...line break...> DUATS does not provide winds aloft data, which is important for flight planning. <...line break...> Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5:46 AM  | 6:07 AM on August 22  | 12000 | I value the expertise of the flight service station specialists. I think the augmentation of the personnel with automated services should be just that augmentation, not replacement. There is no way that automated services can replace the experience of the FSS specialists. For example questions or explanations are not available with automation. Automation does have valuable enhancements to the total service package, however. Weather depiction and TDWR information as well as flight planning information, such as terrain avoidance and special use airspace and restricted area avoidance are useful information services. <...line break...> There are many other value added services that have not been addressed in your survey. Thanks, <...line break...> Carl Batton, ATP                                                                                                                                                                                                                                                                                                                     |
| 8:00 AM  | 8:18 AM on August 22  | 2350  | The FSS plays a very important role in aviation. During these times of "rolling" TFR's and other security initiatives the FSS is my sole source of timely information. Many times the information put out on the internet is not complete or is incorrect. To consider placing these positions under a contract provider with movement toward a more automated systems is cavalier and reckless.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 8:45 AM  | 9:00 AM on August 22  | 3000  | My overall exprience has been great with the FSS employees I have talked to, with very few exceptions. Generally they are more than willing to answer all my questions and don't make me feel like they are in a hurry to get to the next call. They are very knowledgable and I listen to their insight. <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:35 AM  | 9:47 AM on August 22  | 1200  | The professionals working for Flight Service do an outstanding job. The availability of service is fantastic.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:51 AM  | 10:06 AM on August 22 | 110   | I do not fly very often. When I do I rely on the FSS specialist to provide me with the information I need based upon my experience level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:49 AM | 11:13 AM on August 22 | 1500  | The services received are very professional. I can depend on accurate & reliable info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10:56 AM | 11:18 AM on August 22 | 375   | Recently, on a VFR flight from VA to MN, the Elkins FSS was highly valuable in conducting the flight safely. While flying at west 10,500 feet, I encountered a line of thunderstorms running North East to South West. With rapidly deteriorating conditions, I landed at the first available landing strip. I call to 800-wxbrief had a FSS briefer on the phone and this individual gave me some great advice. "The weather between you and Elkins airport is good VFR. You are only a few miles away. Why don't you come on over and look at the radar yourself?" I flew over to Elkins, and just as the briefer had described, the weather was VFR. The briefers at ELkins were very patient with me as I asked to see this picture, or that TAF/Metar. In the end, this face to face ability helped me make the decision to stay overnight, and leave the next day. I would like to thank the staff at Elkins FSS for there great advice, and hope the FAA does not let the FSS diwindle to nothing, and please keep the FSS part of the federal government. This is definetly an inherently government function. |
| 11:09 AM | 11:29 AM on August 22 | 160   | flight services must always have the human element and the training must remain standardized, given in a central location (okc),privatization will not be able to provide the same or better level that is present now.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:41 AM | 11:52 AM on August 22 | 1625  | I have used FSS for obtaining my weather briefings, filing flight plans, and other related sevicees since learning to fly. I feel that because of their years of experience in aviation weather,they are better able to help me understand the conditions that may impact my route of flight. It is always assuring to know that they will be there whether I am calling on the phone or over the radio. Recently since 9/11 the FSS specialist has had the added burden of explaining the TFRs along routes of flight. Without that additional sevice I am sure many pilots would have received violations. In conclusion: FSS provides many services to us pilots in addition to their knowledge of weather, and I for one, hope that they will always be around to service our needs.                                                                                                                                                                                                                                                                                                                               |

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| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|-----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11:19 AM | 11:57 AM on August 22 | 550   | Outstanding group of people in the FSS. I prefer to use the internet when possible to reduce burden. Automation for better use of resources and immediate WX info via TCAS while in-flight would be nice. When the weather is questionable or near minimums I always call for an interactive update.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12:38 PM | 1:02 PM on August 22  | 525   | FSS is a good place to file flight plans and get weather briefings when you don't have the time or availability to access the NET.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12:22 PM | 1:02 PM on August 22  | 1650  | I prefer to speak in person to FSS personnel such as at OSH. However, in most cases this is not possible because of the location and sparsity of the FSS. For example, McAlester is located in McAlester OK, not OKC or WPA. When I started flying there were many more FSS than now. I like to use DUATS because of the weather graphics and the automated flight planner. However, when on an extended cross country I usually do not have computer access so I rely on FSS via phone. I usually use a sectional to visualize weather described over the phone, but sometimes at a phone booth this is impossible. Some of the FSS personnel are very helpful and familiar with local conditions. I have found the folks at Jonesboro ARK to be particularly helpful in describing developing conditions over the Ozarks. In general the FSS such as Jonesboro and McAlester seem much more personable, friendly, and willing to help than do FSS in locations such as Ft Worth. The urban FSS always seem to be much more busy and need to spend as little time with you as possible. I know this seems to contradict what I said earlier. If the FSS is remote, the service is better, but you are not able to walk in and speak face-to-face. |
| 2:29 PM  | 3:08 PM on August 22  | 1000  | I appreciate the quality and accuracy of services I receive from the network of AFSSs around the country. It is obvious to me these fine people are committed to aviation safety, and are willing to go the extra mile when I have specialized needs. Flight Service folks truly represent the FAA in the most positive way!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:23 PM  | 3:44 PM on August 22  | 420   | FSS service is sometimes overwhelmed due to the implementation of the Washington DC ADIZ. More specialists are needed to staff the phones to allow ADIZ flight plans to be filed timely, especially on weekend mornings. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4:45 PM  | 5:05 PM on August 22  | 1025  | Experienced briefers are capable of suggesting best routes to avoid/minimize weather problems. These people have shown true dedication to their job. <...line break...> <...line break...> I am grateful for all they do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4:32 PM  | 5:07 PM on August 22  | 6000  | The FSS has always done a good job providing me with the information needed to ascertain my flying situations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5:07 PM  | 5:23 PM on August 22  | 2300  | Keep the human briefers, no automation can do what a human is able to accomplish. A human can interpret subtleties automation misses. Having them so centralized loses the local expertise. Too wide an area to become familiar with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6:02 PM  | 6:23 PM on August 22  | 268   | So far, my experiences with FSS facilities have been good. Briefers are willing to answer questions and provide the services I need. I sometimes wonder about the accuracy of NOTAMS and TFRs for security measures because of what I read from AOPA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8:26 PM  | 9:03 PM on August 22  | 2417  | The FSS Specialists that I have contact with are truly my life line. They have been extremely valuable to me as I have grown to become dependent upon the information provided. <...line break...> Thank you all.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 11:18 PM | 11:57 PM on August 22 | 2800  | I appreciate FSS briefers efforts, and value greatly the inflight (Flight Watch) services which they provide. Their knowledge of weather, and local geography (and its effects on weather) are important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6:13 PM  | 6:54 PM on August 23  | 2150  | Major point concerning FSS. We have to have FSS due to the daily changes in TFR's and the FAR "rule of the day" which may not be decipherable from the computer briefing of notams. When printed, a full briefing will take 20 plus pages. Of those 20 plus pages only about 3 lines might matter to your flight. This is the biggest problem with the entire system and we need FSS to cut through all that data that has no impact on our flight for the data that does effect the flight. <...line break...> In a standard briefing, especially considering the notams, the FSS is almost required to give much useless information. I.e. tower light outages that are totally insignificant to an IFR pilot and incomprehensible to a VFR pilot because there are so many. A waste of time for all. <...line break...> Without a physical picture of the weather in the pilots hand, detailing low pressure areas at great length is a waste of their and our time. If we say IFR, and the aircraft type – single or twin piston, the briefer should be given the option of giving us the data that will help us, temp., cloud tops, predicted icing, lines                                                                                    |
|          |                       |       | of thunderstorms, ILS / VOR notams, etc. and forget about the fact the CAT-III ILS at our alternate is OTS. <...line break...> The point is, we spend much more time waiting for him to get through the "required material" so that we can get what we really need. <...line break...> Finally, the lack of air experience on the part of the briefer is a problem. Some present any thunderstorm along a 300mile route is a reason to cancel. In the summer, there are thunderstorm. They should be brought to our attention – yes, but don't spend 10 minutes telling me where they are 300 miles away in detail when they won't be there in 2 hours when I get there. This seems to focus in on the questions of experience and tailoring of the briefing. <...line break...> Point – more of my flight plans are "lost" when I file with a FSS then when I do it with Cirrus by a ratio of 10 to 1 in favor of the Cirrus system. Sort of a big problem for me. <...line break...>                                                                                                                                                                                                                                                             |
| 6:55 PM  | 7:21 PM on August 23  | 80    | I find it interesting that no Alaska AFSS/FSS facilities are on your list..we are the "flyingest" state in the Union. <...line break...> The local knowledge and interpretation of weather cannot be over-stated. We lost a wealth of experience in the consolidation some years back. The loss of additional knowledge will surely have a detrimental effect on aviation safety. Aren't the lives of our pilots and passengers worth the cost of a professional workforce, not driven by profit? I think they are!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9:31 PM  | 9:46 PM on August 23  | 700   | I have never had a bad experience with FSS personnel, either in Florida or in the Midwest. They have always been consistently helpful in interpreting current & forecast weather conditions in helping me make flight planning decisions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 3:53 AM  | 4:49 AM on August 24  | 8300  | The FSS system and usefulness have been damaged for years by reduction of FSS stations, increasingly longer waiting times, and increasing pressure to do more with less. This is the FAA's misguided concept of cost effectiveness. The last 3 administrators (and apparently their underlings) know very little of aviation, and have almost no concept of what enhances safety. Past and current FAA employees, actually treat the pilot as a valuable person. A contractor would be turning out piece-goods and typically may not, have the skill, expertise, or understanding of flying and the local area. I have become extremely skeptical of any FAA cost improvement programs, because they are uninformed and ineffectual. The FAA is rapidly losing credibility with the public and pilots, because contracting vital FAA services is fundamentally flawed and destroys safety.                                                                                                                      |
| 11:57 AM | 12:13 PM on August 24 | 700   | The FSS system is outdated and not needed with the technology currently available. Additional training for new pilots in the areas of weather, NOTAMS, and related topics, and recurrent training for all pilots, along with the elimination of the FSS system would make the system more efficient and safer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 12:30 PM | 12:49 PM on August 24 | 3000  | quit using the words, "VFR not recommended" so many times when they think weather is an issue. Once a pilot acknowledges this, they should continue with briefing and be accurate. It is pilots responsibility to determine if he should fly or not.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:01 PM  | 1:39 PM on August 24  | 428   | The responsibility for safe operation rests with the pilot in command. This is how it should be. However, having an experienced human to discuss data with, especially weather data, is EXTREMELY valuable when making a go/modify flight plan/no go decision. Regularly scheduled air carriers can access such experience from company dispatch and weather service personnel. However, general aviation pilots, either private or commercial, do not usually have access to company dispatch resources. FSS personnel with experience of local conditions and weather patterns therefore provide an IRREPLACEABLE resource, especially when pilots are operating outside their local areas or normal routes. Pilots have access to an immense amount of data from automated services, but having knowledgeable and experienced FSS personnel to help filter and interpret this mass of data provides a significant "knowledge multiplier". This is a public safety benefit that should not be underestimated. |
| 1:27 PM  | 2:23 PM on August 24  | 242   | The ANDERSON FSS is a valuable tool to local pilots to call while we are in the air. This service is not replaceable by a machine. People to people is a life line. But give them the tools to help us.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5:01 PM  | 5:27 PM on August 24  | 397   | The FSS apparently is the first line of information for the FAA to get the word out to the pilots. This became apparent after 9/11/01 when we were grounded and eventually was told to contact the FSS for when/how to re-enter our airspace. It would truly be a great loss to the aviation community if we lose the FSS as the point of contact, no matter what the aviation subject. I can always count on the FSS services to answer questions I may have.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:47 PM  | 7:08 PM on August 24  | 6900  | FSS has been a necessary and useful tool for the safety of my 34 years of accident free flying.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7:13 PM  | 7:35 PM on August 24  | 250   | I believe that the local station is very important to the local pilots and flights. They know the local terrain and weather patterns. I would not feel as safe if it was taken out of state or to a private contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8:47 PM  | 9:11 PM on August 24  | 700   | The systems that FSS use seem to be out of date. They often seem to be hampered by the availability of up-to-date information. <...line break...> <...line break...> The personnel are for the most part interested in providing what I need in a briefing. <...line break...> <...line break...> Even though I have access to DUATS I will often call FSS to get their input based on their experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:41 PM  | 10:21 PM on August 24 | 500   | I have flown from Albuquerque to Florida (round trip) and from Albuquerque to Oregon and California (round trips), and FSS services provided have been consistently of high quality in each area in which I have flown.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:25 PM | 11:45 PM on August 24 | 2800  | ONE FEDERAL GOVERNMENT OPERATION THAT "EARN'S ITS KEEP."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 11:26 PM | 11:50 PM on August 24 | 7000  | As a flight instructor I usually have my primary students fly to McAlester, OK from Tulsa on our first dual cross country trip. One important feature of that trip is to visit the McAlester FSS. The student gains a valuable insight into the workings and value of the FSS. The specialists have always provided a top-notch explanation of what services they have available to pilots. Prior to 9/11 we enjoyed touring the facility which always impressed the student. Hopefully security will again at some time permit such tours.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7:27 AM  | 7:45 AM on August 25  | 4400  | I enjoy the people I speak with at FSS. I have never experienced a FSS person to be short or rude. This is most important to a pilot, especially a student or private pilot who is just learning. <...line break...> I can see a major difference in non FAA control towers over the FAA towers in communication and over all skills handling air traffic. With this observation, I already know the impact of privatizing the FSS personnel. It is scary to know that there are already foxes in the hen house and the govt. wants the problems already occurring to grow to greater proportions.                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9:15 AM  | 9:32 AM on August 25  | 3000  | Service is not reliable. I use it only for comparison. Often incomplete, incorrect or not useful. Should be contracted out. It's antiquated and ineffective. Rural areas, e.g., mountains, Alaska, probably still have use of live person on-site for the actual, current information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 8:10 AM  | 9:34 AM on August 25  | 620   | Weather interpretation and tailored delivery (especially in flight) by FSS specialists is an extremely valuable asset. In 2001, enroute from Illinois to Minnesota in IMC, I requested to change frequency to Flight Watch. After receiving an updated enroute WX picture from FSS, I returned to ATC. A few minutes later, ATC told me that the FSS specialist requested that I reestablish contact with Flight Watch. The specialist had seen the convective picture worsen after talking to me and went through the effort to track me down and give me an update. By that time, turbulence had increased significantly. The Specialist was then able to suggest an avoidance route that I followed around the worst of the convective activity. This is the type of service that just would not be possible to get if automation replaces the human FSS specialists.                                                                                                                                                                                                                                                                                                                     |
| 9:34 AM  | 10:00 AM on August 25 | 300   | I understand the need for cost-cutting measures in government, just as business needs to cut costs to show, or increase, profits. Why don't you allow the FAA to get rid of the dead wood in an effort to reduce expenditures? My understanding is that the FAA is top-heavy with management...unnecessary management. It is also my understanding that even if the FAA has a poor employee, that it is nearly impossible to terminate such an employee. How about changing that? Take a look at resolving internal problems before you start to bring more problems in from the outside.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9:06 AM  | 10:19 AM on August 25 | 450   | All flight service specialists have more tools than what they use. With better and more frequent satellite and radar imagery displays, specialists would give pilots a better interpretation of the weather. Also, need to keep up to date with latest meteorology research and technology. Briefers need to think more and follow less the cookie cutter approach to briefing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12:54 PM | 1:28 PM on August 25  | 7900  | Very satisfied with FSS system Have been using in one fashion or another since 1975. DUAT does not do as well over 50% of the flight plans I have files have vanished and I had to do a quick call to FSS to file always found the spec. helpful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12:21 PM | 1:51 PM on August 25  | 1780  | I do not want to see privatization of Flight Service Stations. I firmly believe that this is a Federal government responsibility, and runs parallel to the Federal regulation of flight activities (FAR's, etc.).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 1:29 PM  | 1:56 PM on August 25  | 4850  | The services provided by the FSS are very important for safety involving IMC and for Notam Info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:07 PM | 2:34 PM on August 25  | 950   | Need better NOTAM / TFR interpretation capabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 13:28 PM | 3:59 PM on August 25  | 3260  | The FSS specialists provide an excellent service with extremely knowledgeable personnel. They are fast, efficient, and very professional. I have every confidence in their abilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 14:05 PM | 4:31 PM on August 25  | 7000  | I cannot recall ever having a negative experience with a briefer. Overall, I will say that they have been very instrumental in my completing my flights safely. Especially single pilot when weather is changing rapidly or already solid IFR, I appreciate extra time taken to verify my skill and equipment level and to ensure I do understand what I might be getting myself into. Always appreciated. Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 14:53 PM | 5:25 PM on August 25  | 5500  | Ft. Worth seems to not have good coverage sometimes and wait time can be long. <...line break...> <...line break...> Greenwood MS seems to be fast, responsive, efficient. <...line break...> <...line break...> Macon GA has good coverage, extremely efficient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11:10 AM | 11:47 AM on August 26 | 10000 | I WOULD BE PERFECTLY HAPPY WITH A FULLY AUTOMATED SYSTEM AND USE HUMANS ONLY TO FILE IFR FLIGHT PLANS WHEN I CAN'T ACCESS A COMPUTER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12:49 PM | 1:19 PM on August 26  | 2410  | I am extremely satisfied with the CLE FSS.I have confidence in the information I receive.It is accurate and complete.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:54 PM | 1:23 PM on August 26  | 6650  | The weather and notam information from FSS personnel are valuable to me.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 15:41 PM | 5:59 PM on August 26  | 360   | I am very satisfied with the helpfulness of the pre-flight briefers for obtaining weather and filing flight plans. Their assistance is very valuable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:31 PM | 11:17 PM on August 26 | 1100  | Would prefer more "applied meteorology" by which I mean decisive weather analysis by weather experts. Some briefers appear to understand weather, and airplanes, a whole lot better than others. Flyers are always more helpful, and generally volunteer their status as aviators, which is both reassuring and invites more meaningful questions from me. While no one can expect Richard Collins or Robert Buck to answer the phone at FSS, that would be the goal (and if you don't know who those two pilots are, then I cannot understand the purpose of this survey). <...line break...> Also, FSS should stop this "VFR not recommended nonsense". We all know and accept that we pilots, not the briefers, are responsible for the safe completion of our flights, including the "Go/No Go" decision that is step number one. You cannot stop an idiot from taking on more weather than he/she can handle by nagging them out of flying. I would much prefer an honest assesment of risk, based upon known facts, pireps, and well educated guesswork, than a meaningless warning that I should not fly into clouds that are likely to be present, without a rating and a clearance. |
| 11:09 PM | 11:44 PM on August 26 | 700   | It is the SAFEST possible method for obtaining reliable information. The average FSS briefer has more years experience briefing pilots than the pilots have experience flying. DUATS is Phil Boyer's pipe dream.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8:39 AM  | 8:53 AM on August 27  | 1400  | The most important value added service the FSS can offer is the interpretation of WX forecasts based upon personal knowledge and local conditions. I am very disappointed when FSS interpretation is overly conservative of non-existent. For instance WX tends to follow certain patterns in certain areas and I hope to find FSS personnel who are aware of this and can assist me in determining how it should affect my flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------|-----------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:46 AM  | 9:05 AM on August 27  | 6100  | its disgusting that the president,maneta and blakey have no idea what flight sevice does.maybe they shoud spend a week at a local station and find out.turn baggage checkers into government employees and take highly trained flight service controllers and privitize them, really bright!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9:26 AM  | 9:38 AM on August 27  | 925   | I am located inside the Wash DC ADIZ and am legally required to file flight plans by telephone rather than DUATS. This is a nuisance because the hold time before speaking to the Leesburg FSS, in particular, is usually 5 minutes and often 10 minutes. I hope that either this foolish requirement is dropped, OR the FSS is staffed up, OR the 800-WX-BRIEF system is changed to roll over to less crowded stations. <...line break...> <...line break...> Bottom line for me: I find ADDS, Duats, and many other on-line sources the most efficient way (for me) to get the big picture, but then it is useful to be able to call FSS for updates, refinements, and interpretations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:40 AM | 11:11 AM on August 27 | 3575  | I often file late at night and very early morning and have many times experienced long waits ( greater than 5 minutes) for a specialist due to the fact that there is only one person working the local office. I have also experienced about a 5% loss rate on flight plans that have be accept by FSS (I always file by phone; nonautomated). When I get to the plane ATC cannot find them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:16 PM  | 1:59 PM on August 27  | 435   | I regard FSS services, especially those involving live telephone contact with WX briefers/flight planning specialists, as extremely valuable, and I am convinced that any reduction in existing FSS services would be detrimental to flight safety. If anything, FSS services and equipment should be upgraded and enhanced. Both my wife and I are instrument-rated private pilots. We think of FSS personnel as part of our team (i.e., "adjunct" flight crew members) and use FSS briefers and services as part of an overall CRM plan. Commercial ATP's probably have other sources of data, but for private pilots who do any amount of cross country flying, FSS services are essential. I would be happy to discuss this with your survey staff if desired. <...line break...> <...line break...> Daniel S. Mitchell <...line break...> (210) 522-2602                                                                                                                                                                                                                                                                                                                                                                                        |
| 1:38 PM  | 2:02 PM on August 27  | 478   | I have been very happy with the level of service provided by the Flight Service Station personel. I usually flight plan and check weather over DUATS or other internet service, then call an FSS to file and get briefings. By having self-briefed the weather, it makes the briefers descriptions more meaningful. Also if his presentation differs from the image I formed before, I am better able to ask questions about the situation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3:27 PM  | 3:49 PM on August 27  | 209   | I am lucky enough to have a FSS facility located at the airport where I fly out of. I am more confident in the accuracy of information received when it is interpreted by a professional weather briefer as opposed to obtained by other means (telephone, internet). After 9/11, the one thing I missed most was being able to just walk in to the FSS and get a briefer within minutes, as well as the tours of the facility. The weather specialists at FSS are, in my opinion, a vital component of aviation safety, and one that should be safeguarded, not outsourced to individuals who are in it only for a paycheck.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2:42 PM  | 4:03 PM on August 27  | 630   | Radio coverage of FSS (radio & flight watch) in the lower 48 is not always reliable. 30%-40% of radio calls are not answered. In contrast, I found excellent FSS coverage in Alaska during my last trip there in June of this year. <...line break...> For local area flights I rely mostly on Internet weather briefings. Cross country flights away from the home area are telephone briefings because I do not always have access to an Internet connection. Delivery of automated weather products is an area that can use more attention, especially delivery to the cockpit. <...line break...> I find the DUAT briefings most helpful and ADDS is OUTSTANDING! When I have an internet connection available I will always consult these systems first to get a big weather picture of the planned flight. When challanging weather is present, I will always follow the DUAT briefing with a call to FSS for human isight to the situation. <...line break...> I have stopped using the DUAT flight plan service because I have not had a good experience with it. My flight plan seems to get lost more often than not when I file with DUAT. When I file with the briefer, I've yet to have one lost. <...line break...> <...line break...> |
| 3:58 PM  | 4:19 PM on August 27  | 728   | FSS personnel should be given the tools to be pooled to take "next calls" from an area of heavy call volume (of course with appropriate preparation and training) in order to share the work load and experience around all FSS personnel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4:05 PM  | 4:31 PM on August 27  | 620   | I like the personal touch (better than automated), because the briefer has the ability to tie in PIREPs, experience, and other tools to provide an experienced point of view. Of course, this is weather, and it is a forecast, but I prefer speaking with a briefer every time, wither by phone, but better in person. (Now if we could relax the accessibility restrictions, like no parking in front of the building, having to show IDs and fill out slips for each PAX that comes in with me, etc.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4:33 PM  | 4:52 PM on August 27  | 25000 | I am pleased with the product I receive!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5:06 PM  | 5:23 PM on August 27  | 1400  | Very pleased with the service and cannot imagine flying without it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5:12 PM  | 5:36 PM on August 27  | 9000  | I find that fss specialists to be cooperative and competent. Some specialists are superior in interpreting weather. If I encounter a briefer I am not satisfied with, I recall and obtain another one. The service that FSS gives me is invaluable for my flight plans and safety....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5:30 PM  | 6:01 PM on August 27  | 265   | The current system of VFR flight plan filing offers a flawed access to search and rescue services to pilots flying in the local area. <...line break...> The computer program should be changed to allow departure apt and arrival apt to be the same without intervening fixes. Ph. 904 264 3359 for more info.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------|-----------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5:45 PM  | 6:09 PM on August 27  | 2650  | When contacting FSS from the air (via radio)to ground, I frequently do not get a response. This is a very serious problem when crossing a international border.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8:26 PM  | 8:59 PM on August 27  | 120   | The flight service stations provide a valuable service and I find them to be the best resorce for weather and flight information for most every flight. I have found the specialists at cleveland to be professional, helpful, and knowledgable. <...line break...> Thank You.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9:53 PM  | 10:14 PM on August 27 | 2300  | I think they do a great job but improvements can always be made. Weather is the most important item. Real time radar graphics and interpretation is the best single information needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10:04 PM | 10:27 PM on August 27 | 22000 | Over the last 40 or so years I have always had excellent professional service from the Flight Service Stations. I found them sometimes better and more accessable than my airline dispatch when things became less than desirable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11:37 PM | 0:06 AM on August 28  | 2500  | My "Pet Peeve" is the frequent "CYA" statement at the end of an obvious VFR briefing that "VFR flight is not recommended."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9:06 AM  | 9:30 AM on August 28  | 171   | The "fuzzy logic" (wx experience) offered by the FSS specialist is still years away in an automated system. That experience is what I rely on to keep me and my family safe while flying. Any attempt at saving money at the expense of this unique sevice is false economy indeed.The economy is 60% small business and we fly general aviation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:29 AM | 10:56 AM on August 28 | 100   | Where else can I can I amke one call and get answers to my questions about weather, airspace restrictions, or just about anything on flying? That is why I use them all the time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2:27 PM  | 2:48 PM on August 28  | 4000  | Dedicated, knowledgeable personnel--helpful and courteous. They meet my needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:27 PM  | 3:38 PM on August 28  | 500   | I am scared that FSS will be privatized. I strongly believe that the quality will go down if that happens. FSS is a basic government service and should continue as such.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:25 PM  | 3:39 PM on August 28  | 260   | It has been my experiance that many times, when the briefer says, "VFR flight is not recommended" it is perfectly safe to fly. I know that this is probably a legal liability issue. If the weather is not IFR and is not predicted to become IFR, I would appreciate being told so. I have cancelled planned flights, then later talked to other pilots who have said that the conditions were just fine.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6:24 PM  | 6:48 PM on August 28  | 135   | In general, my dealings with FSS has been very good. My only complaint is that my house is in a different FSS area than where I fly out of. When I call FSS from home, sometimes I get very different weather reccomendations than when I get to the airport and call again. One particular instance, I had a choice of two directions I could fly, and one briefer believed east to be do-able, west not good for VFR. The other briefer at the other FSS told me the exact opposite: west do-able, east not good for VFR. <...line break...> <...line break...> I've had this happen three different times. I would think that two briefers looking at the same data would see the same picture, VFR-wise. <...line break...> <...line break...> Thanks for doing this survey!                                                                                                                                                                                                                                                                                                                                                                               |
| 9:36 PM  | 10:00 PM on August 28 | 142   | I love having the Dayton FSS right here in town where I can go in person and get briefed. Please keep the Dayton FSS staffed and consider adding stations rather than closing them. Duats is great, but I want the real person also.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:37 PM  | 10:03 PM on August 28 | 250   | The only problems I have with the Flight Service system is the level of confusion generated by all of the TFR and TSA related issues. The government's incompetence is evident in it's inability to disseminate all the overbearing and ineffective knee jerk regulations to the users. Contracting out FSS functions will only increase the problem.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9:52 PM  | 10:16 PM on August 28 | 532   | The Specialists at Cleveland FSS are very helpfull and courteous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:36 PM | 10:49 PM on August 28 | 4500  | The FSS does a great service to the flying community. I hope that government recognizes this and plans accordingly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:31 PM | 10:53 PM on August 28 | 470   | (1) It would be very helpful if all FSS specialists were required to have some flying experiance to fully appreciate a pilot's point of view. (2) Also, it would be helpful if each ASOS, AWOS, HIWAS, ATIS, etc. could be listened to in real time via the Internet and also by cell phone. This would allow me to get "direct" input while planning a flight and also by cell phone immediately prior to take-off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10:40 PM | 10:59 PM on August 28 | 260   | You guys are awesome!!! Keep up the good work!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 1:15 AM  | 2:45 AM on August 29  | 3560  | I've been using Flight Service Station services since I began flying in 1974, and when I was flight instructing full-time for a living between 1977 and 1981, I taught my students the value of working with Flight Service Stations to obtain weather briefings and other services. The thought of privatizing Flight Service Stations greatly disturbs me. Privatization efforts in other countries such as Canada, Great Britain, and Australia have proven to be failures. Their attempts to economize have resulted in more expense than what was promised by private vendors. It is my hope that the present administration will learn from the failures of others. Otherwise, the cost of providing Flight Service Station services by the private sector are bound to escalate with "fee for services" to the flying community in order to make a profit, plus the quality of services will decline due to the loss of many experienced FAA Flight Service Station specialists, and as a result aviation safety will be jeopardized, both for pilots in the air and citizens on the ground. When pilots are told they will have to be nicked and dimed |

| Started  | Submitted             | Hours | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|          |                       |       | to death by paying for each briefing and each flight plan filed, they will seek alternative ways to obtain weather data. Also, most VFR pilots will stop filing VFR flight plans to save money, since VFR flight plans are not required anyway. These factors will also result in a reduction in safety, as weather related accidents will increase, and search and rescue efforts will be delayed for pilots not on flight plans who crash enroute. No one will be looking for them until a concerned friend or relative contacts authorities about their aircraft being overdue. There's an old saying, "Don't fix what ain't broke!" Flight Service Stations are improving with the installation of the new OASIS system and the service I've received over the years has been excellent and greatly appreciated. And since September 11th, the role and value of FAA Flight Service Stations, as well as the rest of the FAA, has been invaluable in contributing to national security issues. The FAA should be kept intact as an inherently governmental entity and none of its components should be privatized to the lowest bidder. That includes not |
|          |                       |       | only Flight Service Stations, but enroute centers, and control towers as well. To privatize any or all of these integrated components of our National Airspace System would be a regrettable decision indeed. The United States' reputation for having the best air traffic system in the world will be jeopardized should privatization occur.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4:29 PM  | 5:13 PM on August 29  | 835   | First I would like to express my thanks for the Flight Service and the safety they bring to aviation. <...line break...> <...line break...> There one experience I have had in the past and I don't know if there will ever be a fix to it. When flying back into the country from the Bahamas you can not rely on Customs getting or taking notification from the International Flight plan for arrival information. The situation requires the PIC to call and make a separate reservation and or arrangements on top of the flight plan. <...line break...> <...line break...> Again thanks for all the support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:59 PM  | 2:48 PM on August 30  | 250   | My experience with FSS personnel has been courteous, professional, helpful and educational. It's important to me to have weather graphics (via Internet), but helping me in interpretation of local weather phenomena and trends is an invaluable service offered by FSSs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4:33 PM  | 4:59 PM on August 30  | 3600  | It is in my opinion that FSSs are an invaluable resource for my flying. It is one thing to be able to pull weather from the internet using DUATs or ADDS, but with the level of proficiency of most day to day pilots that I come into contact with this is not enough. Having someone to call and help interpret wx information to supplement what the pilot has all ready received from other sources is extremely important. For my level of flying and knowledge (Corporate and flight instructing)of weather it is a good feeling when contacting a FSS and speaking with someone that confirms what my thoughts are on the weather that I have obtained from other sources. I utilize and influence my students to utilize ADDS (adds.aviationweather.noaa.gov). Excellent weather info and very user friendly, especially all of the java tools. I know that it helps to have a high speed connection, but I feel that that dsl and cable modems are becoming more and more common as prices begin to come down.                                                                                                                                       |
| 6:02 PM  | 6:44 PM on August 30  | 630   | Great over all....There's no replacement for being able talk person to person during a brief with someone that is highly knowledgable and has the ability to interpret, understand and convey the weather to the pilot <...line break...> <...line break...> Reference DUAT...needs to be more user-friendly and easy to get around in. I only use it for flight route, time, fuel consumption planning. I don't use DUAT for weather forecast or notams because it provides far too much unnecessary information that's not specific to the flight plan. The user needs to have more control over what specific info DUAT returns for the specific flight plan....the ability to weed out all the junk. A 100 mile flight might have 10 pages of junk that the pilot doesn't need. <...line break...> <...line break...>                                                                                                                                                                                                                                                                                                                                     |
| 8:07 PM  | 8:35 PM on August 30  | 6300  | I only use FSS when I'm away from home base at an airport that has no DUATS or WSI. I'm usually in a hurry due to being air ambulance. Usually all I want to know is if there were changes in critical things like NOTAMS/TFRs/sudden deterioration of a forecast. Other than the FT, I don't need "forecasted generalities" like winds aloft, AIRMETs, SIGMETs, or the trough over Montana. I usually know all those from my DUATs briefing. If I need all that I'll ask for "a standard briefing minus the synopsis." How about something called a "quick and dirty" briefing? It's not like I don't know when moderate turbulence is possible on my route.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8:10 AM  | 8:30 AM on August 31  | 4500  | I believe that the safety of flight services provided by FSS are best provided by the current FAA, civil service structure and not be transitioning to a private or commercialized structure whereby profit must be paid to the commercial contractor, at lowest bid to the government, and the burden for the lowest bid being placed upon the individual workers with decreased salaries.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8:32 AM  | 8:50 AM on August 31  | 670   | I have flown 200+ hours in the last two years. Many have been long cross country flights (800-1000 nautical). I use FSS on every cross country and am extremely happy with the service and value it a great deal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10:00 AM | 10:57 AM on August 31 | 500   | I believe that the flight service station has been exceptionally helpful to me, especially during my early learning phases as a student pilot. I especially appreciate in-flight weather avoidance services and weather interpretation. The specialists of my local AFSS are always prepared to go that extra mile for me regardless of where I call from or are going to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10:49 AM | 11:04 AM on August 31 | 3500  | The FFS provides both myself and my students with a convient one stop shopping service for our aviation needs (weather, flight plans, pireps) through interaction with skilled professionals <...line break...>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



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| 1:56 PM  | 2:14 PM on August 31    | 715   | The folks at the Honolulu FSS are fantastic in the services that they provide. It would expedite things if some of this could be automated to a level where it works. I tried DUATS, but on follow up calls the information on my flight plan was not all there. <...line break...> <...line break...> Regarding automation of information, we have a great weather resource available on line, but NOTAMS are hard to find and interpret, so on ALWAYS depend on the FSS. If there were a way to get my flight plan filed with accuracy and a way to get NOTAM data, I would use the internet more to file.                                                                                                                                                                                           |
| 2:34 PM  | 2:56 PM on August 31    | 2000  | I have always been pleased with FSS; briefers have been universally helpful and knowledgeable. Although sometimes it is necessary to wait a few minutes before a briefer is available, they have always taken the time to answer my questions in detail so I don't mind the wait: I assume that they are providing detailed briefings to another caller and hope they will do the same for me (and they have).                                                                                                                                                                                                                                                                                                                                                                                         |
| 3:43 PM  | 4:08 PM on August 31    | 830   | Overall, my experiences with FSS specialists have been excellent. They provide accurate, up-to-date information about weather conditions, NOTAMS, and TFRs. Their advice is essential for making informed go/no-go decisions, especially in marginal weather conditions. <...line break...> <...line break...> NOTE: The URL being given out for this survey by the FW FSS is incorrect. I was told ".../fss survey" (with a space between fss and survey) instead of the correct URL ".../fss_survey" (with an underscore). When I questioned the person who gave it to me, they checked it and told me that it was what they were given to tell pilots. I found the correct URL after searching. I suspect that others may have tried to access the survey but failed to find it due to the error... |
| 5:18 PM  | 5:44 PM on August 31    | 11000 | Fort Worth Is very good. <...line break...> A woman in Terre Haute acted like she wished she was some where else.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:18 PM  | 6:24 PM on August 31    | 630   | I am a believer in the person-to-person briefing for the most valuable interpretation of weather and flight planning. Safety will be compromised with the elimination of the human contact.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10:28 PM | 11:29 PM on August 31   | 6500  | FSS specialists are great for the most part. I really appreciate their positive attitudes and desire to help. Tailoring briefings to individual pilot experience levels would be great, but I think that will be tough for you. <...line break...> <...line break...> The main areas I see needing improvement are systemic, rather than individual. For example, the NOTAM system is a real mess. For example, Why does the FAA publish a book of IAPs today that contain approaches that are listed as N/A in the NOTAM book?? Then, why would a FSS specialist chew my student out for asking what's in that book? <...line break...> <...line break...> I use EFAS for weather (airborne) & FSS for flight plans, NOTAMS, TFRs, etc. Seems like a good division of data to me. <...line break...>  |
| 1:16 AM  | 1:48 AM on September 1  | 150   | A live person always is better than automation for explanation and interpretation of data/weather/flight issues in the region. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:41 AM | 10:58 AM on September 1 | 605   | Flying out of SAF it is very important to have a broad view of area weather. ABQ is excellent to work with in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6:00 PM  | 6:42 PM on September 1  | 710   | We need more people and access to the people in the system, not less. the professionals in the existing fss/faa should have their numbers increased, not decreased and replacing them by contract services, whether electronic or subcontractors is neither desirable, safe or proper                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6:22 PM  | 6:49 PM on September 1  | 32000 | I use the services all the time and find that the specialists have a wealth of knowledge in all fields. The most important aspect of their effectiveness is the enthusiasm with which they approach their job. Very refreshing!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8:57 PM  | 9:15 PM on September 1  | 120   | I highly value the availability of FSS specialists to brief me on my flights. The main improvement I foresee would be to upgrade the equipment available to them for their interpretation of current and forecasted weather.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9:19 PM  | 9:34 PM on September 1  | 14700 | They have always been excellent and professional.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2:29 AM  | 3:06 AM on September 2  | 500   | Most of the flying I do is local on days of fair weather, in a Champ or a Cub. If I travel any distance I get local TV weather, Duats and FSS by telephone and compare the three and interpret from there. FSS sometimes seems to error on the side of caution, reporting VFR not recommended when in fact the weather isn't too bad. That's okay with me as I'm a cautious low time pilot not instrument rated flying aircraft not instrument equipped. The FSS personal I've talked to have all been very courteous and helpful.                                                                                                                                                                                                                                                                     |
| 7:10 AM  | 7:31 AM on September 2  | 129   | Thanks for having this survey. I hope this finds you. I was out of town. Sorry for the delay. <...line break...> <...line break...> Thanks, <...line break...> Female Private Pilot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Glossary

|       |                                                 |
|-------|-------------------------------------------------|
| AAAE  | American Association of Airport Executives      |
| ACA   | Office of Competitive Sourcing Acquisitions     |
| ACB   | Airmen Certification Branch                     |
| ADDS  | Aviation Digital Data Service                   |
| ADIZ  | Air Defense Identification Zone                 |
| AFSS  | Automated Flight Service Station                |
| ALPA  | Air Line Pilots Association                     |
| AMEL  | Airplane Multi-Engine Land                      |
| AMES  | Airplane Multi-Engine Sea                       |
| AMS   | Acquisition Management System                   |
| AOPA  | Aircraft Owners and Pilots Association          |
| ASEL  | Airplane Single-Engine Land                     |
| ASES  | Airplane Single-Engine Sea                      |
| ASOS  | Automated Surface Observing System              |
| ATA   | Air Transportation Association                  |
| ATP   | Airline Transport Pilot                         |
| AWOS  | Automated Weather Observing System              |
| CAASD | Center for Advanced Aviation System Development |
| DUATS | Direct User Access Terminal Service             |
| EFAS  | En route Flight Advisory Service                |
| FAA   | Federal Aviation Administration                 |
| FAIR  | Federal Activities Inventory Reform             |
| FSS   | Flight Service Station                          |
| FY    | Fiscal Year                                     |
| HIWAS | Hazardous In-flight Weather Advisory Service    |
| IMC   | Instrument Meteorological Conditions            |
| MEO   | Most Efficient Organization                     |
| NATA  | National Air Transportation Association         |
| NBAA  | National Business Aviation Association          |
| NOTAM | Notice to Airmen                                |
| NWS   | National Weather Service                        |

|             |                                                      |
|-------------|------------------------------------------------------|
| OASIS       | Operational and Supportability Implementation System |
| OIG         | Office of Inspector General                          |
| OMB         | Office of Management and Budget                      |
| PIREP       | Pilot Report                                         |
| PMA         | President's Management Agenda                        |
| SAMA        | Small Aircraft Manufacturers Association             |
| TFR         | Temporary Flight Restriction                         |
| TIBS        | Telephone Information Briefing Service               |
| TWC         | The Weather Channel                                  |
| TWEB        | Transcribed Weather Broadcast                        |
| VOLMET ICAO | Meteorological Information for Aircraft In Flight    |