

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q1 Geographic Region

<i>Northern</i>	21
<i>Western</i>	19
<i>South East</i>	30
<i>Central</i>	142

Q2 Type of Operation or Work

<i>Part 121</i>	9	3.60%
<i>Part 135 IFR</i>	22	8.80%
<i>Part 135 VFR</i>	48	19.20%
<i>Part 91 IFR</i>	22	8.80%
<i>Part 91 VFR</i>	180	72.00%
<i>Flight Instruction</i>	14	5.60%
<i>Student</i>	3	1.20%
<i>Wx Observation</i>	0	0.00%
<i>Dispatch</i>	2	0.80%
<i>Government</i>	13	5.20%
<i>Airport Manager</i>	3	1.20%
<i>Other</i>	13	5.20%

Total	250
--------------	------------

Q3 Weather Information Source

<i>Flight Service</i>	233	92.83%
<i>Wx Cams</i>	151	60.16%
<i>DUATS</i>	60	23.90%
<i>NWS</i>	136	54.18%
<i>ADDS</i>	17	6.77%
<i>TV</i>	43	17.13%
<i>Other</i>	251	100.00%

Total Replies	251
----------------------	------------

Q4 Facility Contact Frequency

<i>Every Flight</i>	82
<i>Most Flights</i>	94
<i>Some Flights</i>	66
<i>Never</i>	7

Total Replies	251
----------------------	------------

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q5 Why FSS Not Used

<i>No Need</i>	5
<i>Tele Ans Too Slow</i>	2
<i>Tele Calls Dropped</i>	0
<i>Radio Ans Too Slow</i>	0
<i>Radio Not Answered</i>	1
<i>FP Mishandled</i>	1
<i>Rec Info Old</i>	0
<i>Lack of Prof.</i>	0
<i>Gen. Knowledge</i>	0
<i>Area Knowledge</i>	1
<i>Inflexible</i>	1
<i>Pref. Comm Svc.</i>	0
<i>Prefer DUATS</i>	0
<i>Prefer Internet Self Brf</i>	0
<i>Prefer Other</i>	2

Q6 Average Services Provided Ratings 1- Poor, 10- Excellent

<i>Pilot Weather Briefing</i>	9.00
<i>Inflight Radio Comm</i>	8.61
<i>Local Airport Advisory</i>	8.93
<i>TIBS Recordings</i>	8.17
<i>Transcribed Wx Broadcast</i>	8.06
<i>NOTAM Dissemination</i>	7.21
<i>FS ATIS/AFIS</i>	7.95
<i>FS Special VFR Operations</i>	8.78
<i>PIREP Processing</i>	8.56
<i>FP Processing</i>	9.00
<i>Phone Call Wait</i>	8.29
<i>Radio Call Wait</i>	8.66
<i>FS Specialist Courtesy</i>	9.25
<i>Specialist Speech Quality</i>	9.11
<i>Specialist Knowledge</i>	8.96
<i>Product Interpretation</i>	8.55
<i>Message Relaying</i>	9.20
<i>NEXRAD Interpretation</i>	8.71
<i>Wx Cam Interpretation</i>	8.72
<i>Other Services</i>	8.60
<i>Average of All Services</i>	8.62

Q12 Flight Plan Program Review Frequency

<i>Annually</i>	45
<i>Only When Asked</i>	43
<i>Never</i>	9
<i>Don't Participate</i>	96

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q7 Other FSS Location Suggestions

Q7 Northern Region

<i>Bettles</i>	40
<i>Galena</i>	53
<i>Tanana</i>	15
<i>Other</i>	4

Q7 Central Region

<i>Kodiak</i>	42
<i>Merrill Field</i>	98
<i>Gulkana</i>	77
<i>Other</i>	8

Q7 Southeast Region

<i>Valdez</i>	41
<i>Cordova</i>	54
<i>Yakutat</i>	43
<i>Other</i>	9

Q7 Western Region

<i>King Salmon</i>	69
<i>Bethel</i>	54
<i>Unalaska</i>	16
<i>Other</i>	10

Q10 Which Service Works Best?

<i>AFSS Works Best</i>	14
<i>FSS Works Best</i>	181

Q13 Responded to Survey in 2007?

<i>Yes</i>	67
<i>No</i>	135

Q11 Wx Brief Notification Preference

<i>Web Site Preferred</i>	138
<i>Email Preferred</i>	45

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q3 Weather Information Source (Others)

18	WSI
24	weather meister.com
29	Monster.com
37	1-800wxbrief recorded weather is my favorite
71	AF Weather
77	AF Weather (Hawaii)
78	17th AWS Military
90	Alaska Aviation Weather Service
98	Northwest Airline Meterology/over the counter at FSS
107	Internet
118	Outlying stations
124	People living in area
133	AWOS
140	Internet
168	ASOS
180	Private individuals/lodges
198	Golden Eagle (DUATS) Software
200	local observations
201	computer
214	Radio Receiver Hand held
218	AOPA Website
226	NWS ANC Office AVN Section
248	Company Dispatch
254	Alaska Aviation Weather Unit

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q5 Why AK Flight Services Not Used

- | | |
|-----|--|
| 28 | While we are an IFR operator, no IFR procedures exist at most of our regular destinations, especially Tatitlek (7KA) and Chenega Bay (C05) in Prince William Sound. Additionally, no FAA weather cams have been installed in these villages. We rely on observations phoned in by village residents for approximately 600 flights annually to Prince Williams Sound. |
| 104 | The union personnel in DLG take the ATIS and AWOS off the phone line during the day to force pilots to make a phone call to them to make it look like they are busy. The pilots refuse to call, out of spite. We paid (public) to install these systems and the union [REDACTED] denies us access. |

**FAA Alaska Flight Services
Customer Satisfaction Survey
2008**

Q7A Northern Region Other Suggested FSS Localities

141	Nome
169	McGrath
206	Nenana

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q7B Central Region Other Suggested FSS Localities

140	TKA
141	DLG
177	Cantwell, Healy
197	Tyonek
235	Talkeetna
254	Eagle

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q7C Southeastern Region Other Suggested FSS Localities

3	Keep Ketchikan always!
4	Need KTN FSS
75	PAKT
92	CYT
141	SEW
174	PAOR
232	PAKT

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q7D Western Region Other Suggested FSS Localities

17	Illiamna
63	Illiamna
64	illiamna
92	ILI
93	Lk Clark
141	AGH
169	McGrath
181	Pt Alsworth
212	McGrath

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q8 Future Siting of RCO's Comments

- | | |
|----|---|
| 1 | Arctic Village, Savoonga - Full Time. |
| 3 | Ketchikan: Rudyerd Bay Area approx (KTN040040), Southern Prince of Whales Is. Near Hydaburg (HYG), North end of Revillagagedo Is. (KTN330035) near Bell Is. (PUT) |
| 4 | Misty Fjords, South POW (The "POW" was not legible - maybe it said "PUW? Or PIW?") |
| 8 | Most of my flying is in the Anchorage Bowl, ranging from Seward to the south, Kenai to the East, Talkeetna to the North and Palmer to the East. As a result, I really don't have a lot of insight as to where you might next consider placing RCOs. |
| 9 | Ruby |
| 17 | McCarthy |
| 18 | N/A |
| 19 | Whittier/Western P.W. Sound |
| 20 | Fix problems with current RCO first. Sunny Hay, RATZ, High Mountain Transmission from FSS is very muffled almost unreadable at times. Even worse from Juneau through RCO's in AM before KTN opens. |
| 24 | Skagway |
| 26 | Rainy Pass |
| 27 | McCarthy area. The Stuck RCO is too far north. |
| 28 | Chenega Bay (C05) in order to provide low altitude comms. Current Naked Island RCO is not available below approximately 3500 feet here. Crooked Creek (CJX) in order to provide low altitude link for high volume of aircraft serving the Donlin Creek Mine (Private) mine site. Additionally, this is a no reception area for comms with Anchorage Center. The RCO could be used to provide relay services to ZAN. |
| 30 | Ability to receive wireless access to weather sites and remote webcams to small hand held PDA's/ smart phones/ etc |
| 32 | One new location is MacCarthy. Now you need to ensure the current ones consistently are working and working well. I have reported outages of Cantwell RCO and had intermittent service/range from Farewell, Stuck, Whitehills, McGrath. |
| 35 | There are large gaps in coverage in the White Mountains and Yukon Charlie National Park, East and North East of Fairbanks. Also, there is a large gap in coverage to the East of Aniak and West through Sough of McGrath. |
| 37 | east side rainy pass |
| 43 | Watena Lake - Along Susitna River or Katona Mtns. Fog Lakes or Stephan Lake along Susitna River |
| 45 | Lower Yukon (Anvik, Holycross) have trouble communicating w/center for approach clearance. That area is on the fringe of Tataclna RCO range. |
| 46 | Farewell - There's no place on the west side of the Alaska Mt Range where you can contact FSS as far as I know - this would be a big help in getting wx info and pass info. |
| 49 | Glenallen/Copper Center Area |
| 52 | Prince William Sound - Whittier to Cordova Area |
| 54 | Chenega Island, Prince William Sound. There seems to be a dead spot between Naked Island RCO and Seward RCO |
| 55 | ATK Need to communicate with center below 20,000! |
| 56 | Gulkana is like a missing link in what is left of the FSS system. Please bring it back. |

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- | | |
|-----|--|
| 59 | Arctic Village, Koyukuk |
| 72 | Red dog area - Julato Hills or 50 miles south of Buckland. Critical areas for VFR Helicopter operations. |
| 74 | Nikolski - No center coverage or contact on ground |
| 84 | More Prince William Sites |
| 85 | Coastal flights to lower 48 states |
| 87 | Emonak |
| 88 | Prince William Sound is a big hole. |
| 89 | My routes are well covered. |
| 92 | Cape Sepncer RCO needs relocation so better reception to N & E |
| 94 | Talkeetna Region |
| 96 | Fort Yukon. Anaktuvik. |
| 97 | There used to be a RCO at SawmillRidge near Chickaloon. This is a real blank spot in Tahnetna Pass. We are located at the base of the ridge at King Rondi. Fly every day and would really use an RCO there. |
| 106 | Current locations are good. It would be great if they all worked consistently. |
| 113 | Merrill Pass |
| 114 | ATK need to communicate with center below 20,000! |
| 116 | Brevig mMssion and Teller have no communication below 3,000 ft. Cannot close IFR flight plan at Teller on ground! |
| 117 | You need more WX info in Prince William Sound. Esther Island, Middleton Island, Knight Island etc. Also Girdwood, Turnagain Arm, Portage Glacier (this side of) |
| 121 | Keep the ones you have working. |
| 125 | Ptarmigan Pass/Rainy Pass Wx Cameras |
| 128 | We need coverage over the entire state. Please install RCOs wherever that coverage does not exist. |
| 134 | Keep King Salmon |
| 135 | Togah Lake |
| 138 | More is better |
| 149 | Wrangel South & East of McCarthy |
| 151 | Farewell area - radio communications |
| 152 | Portage Pass |
| 157 | Hayes River |
| 160 | Not sure |
| 161 | More remote auto reporting stations |
| 164 | I'm happy with the coverage I've used throughout Alaska. However, our government aircraft have built-in satellite phones so I always have a back-up for personal aviation. I carry a hand-held Sat phone so I can always make contact. |
| 165 | Large area of no contact between Anvik and McGrath |
| 174 | Mt Harper @ 64 15 66 N /143 49 44 W. The USAF already has a site there so logistically it should be doable. |
| 178 | Prince William Sound - Montague Island |

FAA Alaska Flight Services Customer Satisfaction Survey 2008

180	Most of my flights are well covered. Girdwood is a problem, PWS is sketchy
181	Talkeetna
186	Puntilla Lake, Farewell
187	Sheep Mtn - An ASOS/AWOS would be a good addition to the webcam info.
188	Wasilla - Palmer should be shut down due to constant winds
190	I don't believe at this time I can provide well thought opinions.
195	Inside Lake Clark Pass. Radio communication with FSS is poor.
197	Beluga - Tyonek. Fog - turbulence over Big Su Flats to Tyonek.
199	Co-locate RCO @ Rohn & Puntilla weather cam and add wind info.
200	Good coverage in all areas we operate.
201	Make the present ones more reliable.
203	Port Alsworth , Farewell
204	Rainy Pass
209	SKW - a lot of cabins & traffic - Need low attitude communications
211	No comment.
215	Skwentna West to AK Range
218	Kobuk, Kiana. Fix Selawik & Buckland
233	Nikolski - no center coverage or contact on ground
235	Bruin Bay, Cape Douglas, McCarthy, Chitna, College Fjord
236	Denali area automated, Umiat automated, Anakuvik automated
237	Camera at Harriet Point or Chiizic Island. Drift River.
240	Cape Douglas area, Shuyak Island. Just keeping the current sites working would be a big step.
242	The RCO locations in southeast are good to date.
243	McCarthy would be helpful. I currently have to close flight plan while airborne because of terrain. Concerns are park service residents access to mountain top. Also Rainy Pass lodge area.
248	Wales, Teller, Golovin, Deering, Holy Cross
250	Seems well covered now
252	Red Dog area - Nulato Hills or Somiles south of Buckland - critical areas for VFR Helicopter operations
254	Kisarbluk Lakes. Seward needs to be fixed. Eagle needs to be fixed.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q9 New Technology Comments

- 2 The flight service personnel are very, very important - more so than new technology.
- 3 Radios that work and/or are reliably operational. KTN FSS is always having problems communicating. Add a phone system that allows the FSS people to use simultaneously when talking on the radios. Their new phone system set-up doesn't allow them to work like they used to last year.
- 4 DF Steer beack in KTN
- 6 More remote camera ASAP
- 8 I don't really know. DUATS weather, GPS approaches, and weather cams available on the internet are all very cool technologies that I think are incredibly useful, but they are all in place. I'm not sure what other technologies I would like to see in place that aren't yet being used.
- 11 Continued personal service. For the recorded weather briefings I would like a human voice with some inflection, and some tone to it. I'd also like to be able to listen to weather reports of different areas of the state without always having to listen to the weather in Seldovia, Homer and Kenai. I am very tired of Anchorage International referred to using Ted's name when it is our only airport. The name "Anchorage International" is just fine.
- 17 Get the Lake Clark Cameras working, more cameras
- 19 More webcam sites
- 20 Provide FSS with "CRABS" to help them track A/C with Capstone Equip.
- 21 More ASOS capability state wide, but especially on the North Slope of Alaska
- 24 More cameras
- 26 auto-email-notams
- 27 A much better system than DUATS for briefings and graphical TFRs similar to what I get from the AOPA flight planner tool.
- 28 Internet access to services used by air carriers, such as updating master flight plans, pre-stored flight plans, "frequent flyer" squawk codes, flight plan submission, etc. 2. Web based video conferencing with briefers. 3. Probably dreaming idea: two-way data link through ADS-B or satellite for text communication in areas where ATC and RCO contact is unavailable. This should allow relay to ATC for clearances, position reporting, and flight plan actions, such as cancellations.
- 32 Expansion of Capstone ADS-B/TIS-B/FIS-B ground station network statewide. Additional uplink of weather products to include weather camera images. Tracking from flight service via ADS-B to be proactive in providing me changing weather information for my route of flight and soliciting pilot reports from me. This gives me direct info in Cockpit - and then I ask for better specifics and interpretation from flight service while in flight. Use of weather cameras interpretation in preflight and during flight briefs.
- 34 Automated Weather station in Tok, as weather info is lacking in this part of the state
- 35 Continue to expand Capstone (ADS-B) GBTs to upload weather.
- 37 more web cams. More recorded weather
- 38 more camera locations
- 43 Wx reporting site at Matanuska Glacier
- 44 CAPSTONE
- 45 more webcams
- 56 More web cameras

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 57 Convert METARS to normal English and quit using abbreviations. There is no need for this short-hand notification in the modern computer info world of today. Take the guesswork out of understanding the notices.
- 58 more web cameras at airports around the state with controllable views real
- 59 More visual glide path indicators, more automated weather stations, GPS approaches at all airports 3000 feet or greater
- 63 Additional self-use computer kiosks
- 64 Additional kiosk/self-use terminals
- 66 More computer kiosks locations for self briefings
- 69 Continuous inflight communications (more repeaters) for weather and PIREPS.
- 72 Weather cams for mountain passes in the north
- 75 Automated weather at places where FSS exist. Sometimes the recorded weather includes too much info that is not pertinent to all aircraft. If we need that info we can ask.
- 87 None
- 88 Appreciate being able to ask what wxcam are showing real time while in flight. Saves me time and fuel.
- 89 Better/simpler DUATS. I keep trying to use it more efficiently, but eagle sucks!!!
- 92 More webcams with current wx on screen
- 96 Camera and interpretation of camera info.
- 99 Web cameras
- 100 Have 24 hour specialist coverage at Kotzebue
- 102 CAPSTONE for general aviation. All who have used it have had much good to say about it.
- 104 Get rid of DLG flight service
- 106 More satellite imagery and the ability to interpret info.
- 107 X-M sat weather brought up here - so I can have info on my Garmin GPS
- 112 Ability to submit flight plans electronically and get confirmation of receipt.
- 115 More Wx Cams, interactive briefings, ability to input flight plans via the internet.
- 116 Web cams in bush Alaska plus automated weather like Golovin (PAGL) (when it works)
- 117 Sirius Satellite weather - work to get Satellite coverage for AK! So you could print out greb files etc. Off computer. Also get marine wx-which is better for long term planning than aviation. Too limited to just the airspace around sensors -WX moves way to quickly to rely on small diameter readings - if you would add cameras to your automated to rotate 360 degrees to give view with readings.
- 118 APSB
- 133 Modern communication equipment with GPS support. Most modern equipment is too expensive and unreliable to justify the costs to GA and pilots. Modern WX gear and communications are the most important.
- 138 I like it just the way it is! Keep DF Steer capability
- 143 More cameras - more relays for VHF
- 150 Reliable relays in areas remote from major centers. Because the relays are so unreliable (less than 50%) we have installed Sat phones in the aircraft.
- 151 Camera observation for weather in other areas

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 160 More remote web camsites
- 163 more weather cams
- 164 I've always been happy with the services I've received, and haven't seen needs of new technology.
- 171 Collision avoidance, broader flight following, Satellite ready for closure of flight plan when in remote areas.
- 174 I would like to see the Knob Ridge web cam rotated +15 degrees (southeast cam) that would provide a better view of the low altitude route through that area call "Cathedral Rapids"
- 180 Weather control/weather scheduling would be great
- 181 Manned - Live personnel
- 187 ADS-B info and capability
- 189 More atis, cameras
- 190 I very much like to speak to a FSS specialist over all technology
- 193 more wx cameras
- 199 More weather cams and add wind info.
- 201 I believe on site personnel are a better answer than more new technology.
- 204 More weather cams - possibly temporary solar powered units seasonally in high traffic areas (Denali Park, Iditarod Trail), Also need more consistent reporting from contract WX stations - wWllow, Chulitna Ridge, Cantwell, Paxson, Puntilla, Hayes River
- 206 None specific - expand remote WX cams locations
- 209 Satellite weather like satellite radio provides in Lower 48. This would provide weather on the ground in mountains.
- 211 I don't have an opinion.
- 226 Just keep up the good work. Don't get bogged down in bureauracy
- 232 Automated weather at places where FSS exist. Sometimes the recorded weather includes too much info that is not pertenient to all aircraft. If we need that info we can ask.
- 234 FSS
- 235 People on ground at more FSS Sites
- 236 Inflight weather overlay on GPS while in route
- 242 All the new and old remote web cameras could have weather data usable by Flight services
- 243 XM satillite WX broadcast for our 496 garmins GP. More WX cams. These are outstanding!!
- 250 GPS Tracking
- 252 Weather cams for mountain passes in the north.
- 254 XM satellite data. More webcams. Webcams in Fairbanks & Barrow & Homer

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q10 Why AFSS Works Best

11	What is the difference? Getting the quick redowns of the weather on the automated system is nice but for real "briefings", a pilot needs to speak with a briefer.
22	Faster
26	Both. It's OK to have the automated ones, but once in while you may want to talk to FSS for specific questions or for some last minute updates in a "tight situation".
30	They both have their place.
32	I use automated for flights out of Anchorage, Fairbanks
37	for routine stuff, this is best. I use AFSS or online services EVERY flight.
59	Guardian Flight Inc medivac pilots have a great working relationship with FAI AFSS. So good, in fact, that I call the FAI FSS for all my flight service needs no matter where in the US or Canada I am flying from or to. The Lockheed Martin system is riddled with errors, frustration and delay. Our FAI colleagues always answer on the first ring and go above and beyond to help us get our job done.
96	FAI., Used to be Tanana.
101	24 Hours
104	They don't rip off tax dollars and kill people over their unions.
109	Convenient at any time.
111	Cheaper to operate, less chance of fees
119	Coverage and Safety
127	It is easy and quick to use. My complaint is I can't get info during off hours.
146	usually use FSS for Flight Plans & weather briefing
147	Flights are mainly local - flying in good weather
158	Local Info #2
164	I've used each type and have had all my needs met with each.
169	Not Reliable
178	Faster
212	These are great but they don't replace "real" people.
214	When FSS is not in service.
226	Both in their place
236	More practical at remote sites.
240	Most of the WX briefings come from the computer.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q10 Why FSS Works Best

- | | |
|----|---|
| 1 | Speaking with a person who has first-hand knowledge is indispensable |
| 2 | The briefers give more specific information and know peculiarities about the areas, terrain, and weather patterns. |
| 3 | Local area knowledge!! This is paramount over automation. Plus FSS can see out the windows at what's really happening with weather...what a concept for a pilot weather briefings!?! |
| 4 | Able to talk with someone with local knowledge. |
| 5 | More versatile with better information |
| 6 | People are better able to interpret the changing austear weather |
| 8 | When I was a student pilot, I made several cross-country flights to Talkeetna, and greatly enjoyed walking in to the FSS to get a look at weather charts and discuss the weather with the FSS briefer. While most of this can be duplicated with the AFSS, and DUATS, there's still something missing. However, I understand it isn't practical to put a full-time FSS at every airport in Alaska, or even every major airport. While an FSS is better than an AFSS in my opinion, I think the AFSS is probably good enough almost all of the time. |
| 9 | A briefer on site usually knows the area including local conditions that affect weather and can point out hazards to flight that may not be obvious. When flying to an unfamiliar field the FSS people have helped with everything from where to park, where to get fuel, to where to find a meal besides giving weather and safety information. |
| 16 | Knowledgeable Briefers |
| 17 | People on the ground can see changes before they occur and know the area |
| 18 | Live Briefers will always have the most updated information and will be able to answer some of the questions that automated just can't answer. Pilots will never totally rely |
| 19 | Quick Trend (wx) analysis/interpretation |
| 20 | you cannot beat having a real person who knows the area to talk to. |
| 21 | Having human eyes on a situation is impossible to duplicate |
| 27 | Talking to a local briefer is the best for flight planning and giving PIREPS and filing flight plans enroute in remote areas. |
| 28 | Local knowledge provided by trained and experienced people is invaluable, especially with regard to integrating multiple weather info sources. |
| 29 | I fly in this area quite often. |
| 31 | Provides interaction and clarification |
| 32 | Walking into local flight service is a big help for knowledge of local area, flight operations, and operators/pilots that have recently gone where I want to go. I have walked into McGrath, Kotz, Nome, Iliamna, Fairbanks, Barrow, Deadhorse, Juneau, Homer, Talkeetna...all in the previous couple of years. |
| 35 | more local knowledge |
| 36 | It helps to talk to a live person. |
| 37 | when the weather is 'iffy' or the data doesn't clearly indicate a course of action, I like to talk to a briefer - typically my 2nd choice, however |
| 39 | I prefer talking to a real person |
| 40 | personal service |
| 42 | Not a frequent flyer - I feel I'm getting all necessary pertinent info while speaking to a briefer. |

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 44 the specialist knows the area's weather characteristics, passes, etc
- 45 One stop shopping for filing flight plan and most current wx "on the fly"
- 46 It's great to have a person to talk with and get info from.
- 47 Specialized weather information can be obtained from a real person - the opportunity to ask questions and gain more information/clarification is vital to safe flying.
- 48 On site local weather
- 49 Better enroute information & trends
- 51 I am not that computer literate. The DUATS takes me too long to find information.
- 52 I can ask a person what they think the WX will do! Often they can build a good picture. A few cannot. Going beyond the WX report and building an abbreviated "outlook" type of report.
- 53 They can look out window and tell you what's going on!
- 54 Able to use for direct reporting, and weather in flight
- 56 Because they interpret weather and it is sometimes helpful to talk to someone on the ground with local knowledge. It is also easy to imagine how much more helpful a human being would be in an emergency.
- 57 I believe FSS personnel offer the most up-to-date information to the pilots.
- 58 A real person to talk to about conditions or better web cam coverage
- 60 Unbeatable for teaching new students about understanding and disseminating WX.
- 61 Good contact and knowledge for safety
- 62 Give good briefings, answer questions
- 63 First hand info; more personal contact
- 64 I just prefer talking to a human face; someone with up-to-date sense of what's happening.
- 66 Better knowledge of local weather and conditions - There's a major difference in services provided between an "AFSS" and a "FSS" - the FSS far exceeds in service!
- 68 The personal contact is ALWAYS best.
- 69 WX Central and very professional. ENA always current updates.
- 70 I like talking to someone who can see outside. I've had automatic weather that said I could fly and when I got there it was IFR - I follow R. R. Tracks - I didn't have enough fuel to turn around.
- 71 Local Knowledge
- 72 Most Alaska FSS briefers are very knowledgeable and helpful
- 73 The FSS makes special VFR operations more efficient
- 75 Good for coordinating traffic. Easy to file flight plans.
- 76 Just nice to ask a question and have someone talk back.
- 77 Your specialists learn the local weather differences that an automated system can't
- 78 Talk to live person
- 79 Local knowledge of conditions is invaluable
- 80 They know the local conditions and especially when flying through a pass.
- 81 Able to answer questions of local area around Talkeetna.
- 82 I do not fly many hours in any given year, therefore I value greatly being able to speak directly to a briefer.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 84 No cumbersome technology, easy interface
- 85 Better view of what is happening on/in the area.
- 87 Radio Talk
- 88 I like talking with a human and hearing what his eyeballs are seeing. I've flown to ASOS Fields and found fog when human could have told me!!
- 89 Nothing better than talking with a knowledgeable "local". We go through Canada every summer and love their system of support along our routes. They are starting to convert to automated and a lot is lost when that happens.
- 91 Local knowledge and ability to interpret conditions
- 92 Can talk to someone who might be able to look out a window for current wx!
- 94 Don't know how to manage the radio for it.
- 96 FAI - Info about large area in interior - poor knowledge of specific areas which hold significant wx however --
- 97 The personal interaction and help of wx interpretation.
- 98 Personal contact
- 99 I use my plane on floats 95% of the time.
- 100 Medivac flights occur 24/7 - having an FSS specialist is essential to safe, efficient operations.
- 102 Better knowledge of local situations
- 105 Knowledgeable, current info, I have confidence in data.
- 106 Better knowledge of the local topography.
- 107 Local info
- 110 There is no substitute for a well-trained FSS person who is familiar with local weather pattern and who can go outside and look at and analyze the current conditions. Then, based on both technology and his/her own experience in the area, off a good forecast.
- 112 Human contact provides better understanding of WX conditions, local info & place to visit on long trips.
- 113 They can answer all questions regarding weather at location.
- 115 More detailed local knowledge, quicker response times
- 116 Area too large, lack of radar coverage with mix of jet service plus small planes. This is especially true for OME/PAOM where all planes use same approach path at 2,000 AGL to the east!
- 117 Eyes and feet on ground - local knowledge - trends improving or deteriorating wx conditions. People can advise you of WX conditions now and into the future based on what they know about WX in their area. You can ask FSS people questions, automated often fails and you don't know it.
- 119 Coverage and Safety
- 120 interpret current data
- 122 Local area knowledge, personal contact
- 123 Human Interface
- 124 Get specifics
- 125 Local knowledge, sometimes a place to wait out weather
- 126 unique and fast changing weather of Alaska and knowledge of questions.
- 128 The value of having a knowledgeable person familiar with the local environment is extremely important.
- 129 Can't beat personal contact

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 131 Live person contact
- 132 You can ask questions and be more specific.
- 133 Manned stations are quicker, more efficient for needed information dispersal.
- 134 You can stop in and look at weather maps/forecasts and talk to a real person
- 135 Better
- 138 Local Knowledge!
- 140 Talk to agents is best
- 143 I want to talk to a human
- 149 Better feedback when you have a question
- 150 can get usable info on specific topics - something to make decisions with
- 151 More up-to-date than automated
- 152 First-hand reporting
- 153 Two-way conversation
- 155 much more knowledgeable on local conditions and customs
- 156 Local FSS has a better knowledge of area weather - better service for pilots traveling thru
- 157 Person to talk to, to get older (2 hr) weather, to see a pattern of what is happening as the day progresses.
- 158 Wider area of Info #1
- 159 Can get up to date info along the entire route
- 160 Nice to have eyeballs to look at weather
- 161 someone can look out the window
- 162 Local knowledge
- 163 Like to talk to a real briefer
- 165 A real person onsite gives a better outlook
- 166 Local knowledge on routes/conditions for a specific geographic region.
- 167 Nothing beats talking to a person—there may be other reasons besides weather. The manned weather stations like GKN are good. Wouldn't have to be a full flight service station.
- 169 People communicating with people, knowledge of local landmarks, DF capability
- 170 It's nice to talk to someone
- 171 Information broader, cleaner, more direct and relevant questions are answered
- 172 I can ask questions and get answers.
- 174 People working at the location acquire a more intimate familiarity with the area they are serving.
- 175 I like to talk with someone. I get a better understanding of the WX situation, especially if dealing with MVFR over a long range flight
- 176 Prefer human communications
- 177 Accurate current weather conditions and/on phenomeno! (i.e smoke/haze/lighting)
- 179 I like to be able to talk with a person and ask questions.
- 180 You can't beat a person to help disseminate local info and assist with changes.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 181 Beats automated weather
- 182 Briefers have knowledge of local area. Being able to visit local FSS gives more thorough wx briefing. Local airport advisory service is invaluable!
- 183 talk to briefers
- 184 Personal observation of weather conditions are "most" helpful in marginal weather conditions.
- 185 It's always best to talk to a person to observe with his own eyes.
- 186 Because there are people there who know the area and can interpret the conditions. People can think, machines can't!!
- 187 Instantly available WX & traffic info
- 189 I feel less chance of FP being lost - cancellations missing
- 190 As above - I want to talk with someone and am therefore more likely to utilize the service
- 191 Fast - Easy to access and good service
- 192 I want to talk to a real person and be able to ask questions that require reasoning to answer, i.e. interpretation of conditions.
- 193 Real people on the ground in southwestern AK seem to have a better handle on real weather.
- 195 Readily available information whenever requested
- 196 Congeniality
- 197 Weather info at time of contact.
- 198 Specialists understand area, can see WX in real time, know pilot capabilities.
- 201 Knowledgeable people who know the area and are available via radio or telephone.
- 202 I like to speak with a real person
- 203 Weather info better
- 205 I prefer to talk to a live person rather than a computer generated report.
- 206 Pilot can ask questions and obtain clarifications
- 209 You ask the briefer questions about pilot reports; request them to look at weather cameras.
- 212 Talking to a real person who has personal experience of conditions and who can "read between" the lines. This was very helpful for Rainy/Ptarmigan Passes. The experienced FSS person knew which conditions on both sides of the passes meant as far as getting through the passes.
- 213 Real answers, less useless information. No phone hold time.
- 214 Knowledgeable people who are friendly and pass on PIREPS.
- 215 Personal observations, don't trust automated, local knowledge and advice
- 216 I like to talk to someone who can see what is going on.
- 218 The guys at Kotzebue are fantastic with local knowledge. I sure don't want to loose them!
- 219 More personal
- 220 Tell me what I want to know without listening forever or having to go through the whole rigamarole again to get what I missed.
- 223 Actual PIREPs immediately
- 229 Humans answer questions!!
- 230 Severe Terrain and conditions

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 231 The FSS makes special VFR operations more efficient
- 232 good for coordinating traffic. Easy to file flight plans
- 234 A real person
- 235 The person lives there, has local knowledge, can really help.
- 236 Larger towns for local knowledge and hands on briefing.
- 237 I like to talk to someone.
- 242 I think talking to a briefer meet my needs for communication.
- 243 Special requests are allowed.
- 247 Local knowledge is essential to good service
- 248 You can't replace human beings with machines
- 250 It is always better to be able to talk with a FSS specialist who is familiar with the local area and local weather conditions. They are a valuable asset when the weather is below VFR minimums in moving special VFR traffic in the Class E surface area. When there is a search & rescue ongoing, the Nome FSS staff is very helpful, they are an asset to safe flight operations in the Nome area.
- 252 Most Alaska FSS briefers are very knowledgeable and helpful
- 253 Personal contact - more information
- 254 The eyes on the ground help a lot.
- 255 Just can't replace a briefer! (Human)

FAA Alaska Flight Services Customer Satisfaction Survey 2008

Q14 User Comments

- 1 - Talking to someone with direct local knowledge is best, be that FSS or contract. The situation in DUT is totally unacceptable. It should never have been let out for bid to an outside/non-local company. All RCO frequencies should transfer to a FSS that is open.
- 2 The FSS personnel at the Palmer FSS do an EXCELLENT job in briefing and helping pilots!! They have been in the area long enough to know the peculiarities of flying in Alaska and varying micro-climates. They are a tremendous help in flight planning and safety!
- 3 Ketchikan FSS service station has always done an outstanding job! It is too bad the changes this year to their equipment does not allow them to fully function on the phones and radios like last year. At times it seems they are too busy for everyone needing their services and could use more help. They need to be open 24 hours! It is ridiculous not getting the service in the early mornings!! -----From #5 on page 1: I do not ever call FSS/AFSS for full briefing, only for item specific information due to your choice of words: "Inflexibility of government-mandated briefing formats." The briefing lengths are ridiculously too long!!
- 4 With changes of equipment in KTN FSS the service has gone backward because garbled or high pitch squeal on FSS radio freqs. Upgraded phone system makes for harder pilot briefing with radio and phone being on same handset. When KTN FSS is not manned and switched to JNU FSS then quality of service drops due to no local knowledge. When visiting KTN FSS I am embarrassed for the staff at the level of upkeep of facility (holes in ceiling, leaking roof, no heat part of the time). It is my opinion that the facility is falling apart around them and whoever is responsible for facility does not care. One other problem. When at work calling for WX brief I find that internet service could be faster for specialist; it would help with faster briefing and less frustration on their part and mine. When dealing with KTN FSS the crew is great with their help and local knowledge; they just need equipment that works. If facility keeps being transferred to JNU they should be trained in local knowledge and how KTN operates to help flying community.
- 7 The TKA FSS continues to excel in the quality of service they provide even with a very high workload and minimal staff. Everyone exhibits an exceptional attitude of "service with a smile" and trying to make the system work the very best for everyone involved. Very open to input and quick to respond to requests. A joy to work with.
- 9 I really appreciate having FSS at McGrath and Iliamna in the summer. An RCO is needed at Ruby as you can't contact the Galena RCO on the ground and there are no public phones there. Overall the Alaska FSS does a great job. I'm glad we don't have the problems the pilots in the lower 48 are experiencing with FSS.
- 10 From #4: It makes no sense to have only the folks that have never contacted Alaskan flight service facilities to answer question 5. How would they be able to answer it? They've never experienced it! Am I missing something here? You should be asking for feedback from users, not folks that have never used the system. From #7: We don't need more facilities, we need more weather reporting stations. From #14: What pilots really need is more weather reporting stations. That would be far more useful than more flight service stations. In the Fairbanks area, we specifically need one at Goldking and one at Beaver (village). Also, Circle (village on the Yukon) hasn't reported in years. Why do you still treat it as a prominent reporting station on the web site? Why not find a way to get observations from there again? More weather reporting stations will not only help pilots directly, but will provide flight service personnel with more data for predicting weather phenomenon across the region. I think you guys do a good job when I call for weather briefings. However, it would be much more informative if the briefers were allowed to use a question-answer format and drop the formal structure of the 'standard' weather briefing. Some of the briefers will do that some times, and I appreciate it. When I call, it's either because I do not have internet available, or I have information from the internet and I'm looking for an interpretation of imagery or a prediction of how long a weather event is going to last. The briefers are usually very kind and then try to be helpful and I thank them for that. The relationship between question 4 and 5 on this survey is a ridiculous oversight on the part of the person that designed this survey. It stops anyone that has ever used your system from providing you with feedback.
- 11 Item 11. I wouldn't. I'd call and use a briefer, or even leave a phone message.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 16 I think the FSS do a great Job!
- 18 The only comment I would like to submit is that the FSS role in Alaska is an absolute must. They do an exceptional job (Fairbanks FSS). Unlike their counterpart in the lower 48 where Lockheed has taken over and has totally dropped the ball (service). Example: When in Seattle, Washington trying to file an ICAO flight plan to Fairbanks (anywhere in Alaska) they route my call to Phoenix, AZ; the briefers in Phoenix have no idea how to file an ICAO flight plan to Alaska! I don't even call the local FSS in Seattle anymore for filing an ICAO flight plan; I call directly to Fairbanks FSS to file. Whoever made the deal with Lockheed didn't plan it very well. Hopefully in the future the FSS (Alaska) will stay with what they have (personnel) in Alaska and not make the mistake that was made with turning over our true and tested FSS to Lockheed or another vendor.
- 20 The service provided by KTN FSS is invaluable to the Ketchikan Aviation community. The only improvements would be in the RCO's as I stated. The quality of the voice trans is very bad this year. It would also be nice if FSS in KTN was open before 6:00 am. Dealing with Juneau FSS before 6:15 am is hit and miss. I have experienced no comm with FSS before 6:15 or they answer after you are airborne. Thank you. [REDACTED]
- 27 You guys do a great job. It is far better here than in lower 48. Communications on remote RCOs at times is problematic so upgraded gear would be a big help. Often that is our only link.
- 28 Definitely do not want Alaskan FSS to go the way of lower 48 FSS, i.e. Lockheed Martin or other for-profit corporation.
- 30 11. The option for both would be great. Something customizable would be create so the user could change as needed. COMMENTS: The only issues I have had with FSS is while receiving information verbally. Especially on the phone, the person on the other end always talks 100 miles an hour. I can never keep up with them. I understand they are trying to finish with me ASAP in order to keep others from waiting, but if I miss some key piece of information it could be the safety of my flight. Their intentions are good... Other than what is listed above, I have had great experiences with FS and appreciate they ability to help interpret the weather and web cameras while in flight thus allowing me to make informed decisions while in the air.
- 31 Present system is doing a great job. Don't change a winner.
- 32 I have had some very good flight service personnel solicit pilot reports for me while I have been in flight and having very little other information e.g., last summer flying MRI->Yakatat and being over Cordova, MRI->FAI for PIREPS of broad/windy pass. Including weather camera interpretation in preflight and during flight briefs is GREAT (e.g., same flight MRI-> Yakatat last summer, MRI->McGrath via Rainey Pass last summer). Walking into Flight Service Stations at various locations and getting local knowledge of weather, flight operations, and in some cases where to find a taxi, room, and dinner. Nome Flight Service even had cookies out for pilots a couple times - now that is above and beyond! When I fly over Talkeetna and they hear my callsign - they respond with "N [REDACTED] have a good flight".
- 33 Excellent outreach and overall proficiency. We are fortunate that Alaska was able to keep its FAA FSS.
- 34 I would like to see better weather info in the Tok area.
- 35 In general, I am quite impressed with the service we receive from FSS and the specialists working. I think that local RCOs should be remoted to local FSSs. An example is Togikl - it should be returned to being remoted to Dillingham when DLG FSS is open. When DLG is closed, it could be remoted to ENA. Thanks [REDACTED]
- 36 Overall the Alaska Flight Service staff does a great job. However, when operating as an airline flight, I think to reduce communications, we do not need to be advised of airmets as we receive that during our preflight briefing in Dispatch. As well as notams that have been in effect for several weeks. We receive this info during our preflight briefing in Dispatch.
- 37 I really like the online services and the recorded route briefing and that is primarily what I use. I don't often file flight plans with FAA because often it is too hard to close them in remote areas (I usually file with friends or relatives). Not a big believer in CAPSTONE - put the money in weather reporting and cameras.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 41 I don't fly enough to give you a meaningful response.
- 46 The webcams are the best things since sliced bread. A web cam in Mystic or Shellebarger Pass would be a wonderful thing.
- 47 I love the automated hourly observations and forecasts available from Kenai FSS. I check them always when planning flights that day or the next day. I wish their hours could be expanded in the summer - perhaps from 6 am to 8 pm local time. I have found the briefers to be helpful and friendly at Kenai and other locations in person. Thank you!
- 48 From #5: I have received busy signals on "nice" weather days and been unable to get a briefing.
- 49 6 mo @ Alaska flying so have a lot to learn
- 52 The ability to build a WX probability in an area and relay that info is the single most important thing I get from FSS. Like this weekend in Valdez. I spoke with FSS personnel on Tues, Wed, Thurs, and Friday asking them for their personal "best guess" at what the WX will be like. "Any major WX system going to move in" or "do you think the high pressure system will hang in there" etc. After a few interpretations from a couple different FSS people - combined with my own TAF's - I made the decision to go to Valdez for the weekend. Looking at the WX data only - I may have cancelled my trip plans on Wed.
- 56 Please bring back the flight service stations. I flew Canada and felt safer, received better more complete information and enjoyed my interactions. It seemed as if general aviation was respected and appreciated, not an afterthought. NOTAMS have become ridiculous--enough already with the fear factor and post 9/11 waste of a pilots time. Please do not let Lockheed Martin take over flight service in Alaska. We deserve more accountability. Like law enforcement and fire fighting, flight service should not be farmed out to for-profit companys. The old safety circulars seemed to attract more people. More safety seminars. Bring back the egress training seminar.
- 57 I use almost exclusively the Kenai FSS service, and I've been most impressed with the courtesy and professionalism of the staff. Job well done!
- 59 Comments from #6: The NOTAM publication is unwieldy. ANC computer voice hard to understand. Sometimes ICAO plans are dropped. Never a wait at FAI FSS.
- 61 Face to face time and personal phone contact is far better for communication interactivity.
- 66 Excellent, Professional service provided by Valdez Radio for the Valdez fly-in.
- 69 FSS used are Kenai, Palmer, Talkeetna. Always professional, curteous, and up to date.
- 72 For Questions 11: This would not work with remote helicopter operations. Please add services, not take them away. FSS employees should be retained, Alaska is a vast unforgiving area. The FSS has helped me throughout my 10 years of helicopter operations. AWOS ASOS sites are becoming more and more unoperational. This needs to be addressed.
- 79 I have been flying Western Alaska since 1972 and FSS has been invaluable in keeping me safe. Always the personnel have been courteous and helpful. One of my biggest disappointments has been the automation of some of the facilities, such as Gulkana. The service is still very good, but the local knowledge of terrain and certain climatic conditions that was available with a manned station, helped to keep a guy from launching when he wasn't able to complete a flight. I am a big fan of Alaska's FSS.
- 80 The flight services in Kenai and Talkeetna have been very helpful to me and my students. I have been using and have advised my students to use their services on a daily basis. The weather in Alaska can change so quickly that a good weather briefing is essential.
- 84 Please keep the humans. Can't talk to computers in the air!
- 87 Good Job!
- 89 Service is great. Just yesterday a specialist called me back to be sure I had all the info she thought I might use!!! Great! Kenai called me back Sat. to be sure I knew sea-plane base there was not open yet. Briefer inferred from my flight plan that I might be on floats. Thanks.
- 91 Always great service. Absolutely invaluable.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 95 From #5. Outstanding service.
- 97 I've been a pilot mechanic in Alaska since 1968. Fly almost every day in the spring, summer and fall. Live at Chickaloon AK and run a missionary bush pilot training school. We have 10 airplanes and son [REDACTED] has 6 helicopters. There is lots of traffic overhead and in the tight area around King Mountain. Some frequency for this area would enhance safety, perhaps printed on the sectional charts. The same is true in the "gorge" at the base of Knik Glacier. We all know to use 122.7 but not everybody. If we had the frequency outlet at Sawmill Ridge we would do FAA flight plans more readily. We used to have master flight plans on file at Bettles and Gulkana and Northway when we lived in those places. Don't know if it is still possible. I really appreciate the FSS in Palmer. Wish they were on duty more hours. I always get fouled up with the strange hours of operation. I wonder if Kenai gets tired of answering when we always call Palmer radio. Their personal touch and traffic advisory at Palmer is exceptional. Talkeetna needs better reception East and Northeast of Talkeetna. I would appreciate any input and comments you might have.
- 100 Kotzebue FSS specialists are top-notch. In particular [REDACTED] have gone to great lengths to provide quality service to support our operation. Many times these individuals have provided invaluable expertise to overcome real-world limitations with respect to communications and WX reporting/"forecasting". Their dedication and commitment to their careers have paid huge dividends towards our success in operating in an austere environment with comfortable safety margins. Their positive, can-do attitudes and resourcefulness are truly commendable. Please provide any support they deem necessary to fulfill their responsibilities and we wholeheartedly concur. [REDACTED]
- 104 Fire all the FSS [REDACTED] in DLG and hire non-union employees who allow access to AWOS telephone access!!
- 105 The personal touch is unbeatable. Thank you for being patient with my students when they obtain information or show up for an in-person briefing!
- 106 Alaska FSS provides good services. I use Dillingham services quite a bit and find them very professional. Sitka also does a nice job. The [REDACTED] trainer in Sitka has been at the job for quite a while. [REDACTED] needs to pay attention to the radio. Almost everytime an aircraft calls in for an airport advisory, [REDACTED] asks you to repeat everything that you have previously said, e.g., N Number - position-intentions and ATIS Info. I can see this happening every now and then -- but it seems to happen on every transmission. [REDACTED] needs to be more engaged/alert to radio transmissions. The Sitka folks did a great job of facilitating and coordinating special visitors in the zone.
- 107 Great Flight Service
- 110 If you want more in-depth input, you can contact me at [REDACTED]
- 113 I use the Kenai and Palmer Flight Services. I find that both of these facilities are very professional and have been very helpful in times of need. They answer all requests. I feel the Kenai RCO's carry a heavy work load for some briefers. I have experienced a few long radio waits for service.
- 116 Nome, Talkeetna and McGrath are excellent! Fairbanks is a nightmare! to use thru your airplane radio with frequent interruptions.
- 117 Any FSS station that I have utilized has been warm, friendly and inviting - with very helpful people: Iliamna, Dillingham, Palmer...especially Palmer! Commercial pilots in Alaska may be different from us private pilots. We need the support and help of people more. We don't fly certain routes constantly - we explore new places in Alaska and therefore are more uncertain not only of the terrain in the area but also WX. I have sat in FSS stations waiting for WX to improve, talked with very knowledgeable people who could give me useful information about go or no go situations. I have also sat in the cockpit of my aircraft listening on my headsets trying to figure out whether to make a departure or sit tight - is Portage clear enough? Can you see through? How is WX between here and there? You can't get a clear picture from automated - you just risk it to go, hope you hit it right.
- 118 ADSB is replacing FSS flight following - FSS personal merely regurgitate automated WX information available online.
- 122 Exceptional service delivered by your Nome and Kotzebue staff. They are knowledgeable, friendly and accommodating to customers in all aspects of services provided.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 127 From #6: Have not received any notices of safety mtgs, etc for over 1 yr.
- 131 Get the heavy Air Force/Air Guard traffic out of the low level area, Big Lake, and Valley
- 133 #10 (continued) FSS with personnel are/become part of the community. The support personnel are in the area, familiar with the area and the services and operations that are active in the area. Local knowledge and support can be critical when areas are not supported by the road/highway systems.
- 138 Alaska FSS is the best - Keep up the good work!!
- 140 Life was better before FSS services were contracted out. It would have been better to do this online. Send a link.
- 142 From #6: Why use these when we have excellent personnel in FSS. Comments: The Palmer FSS [REDACTED] do a fantastic job!! They have great knowledge about the unusual flight conditions in Alaska and contribute much to our safety!
- 145 I was an Army pilot and have recently returned to flying after a 30 year break. The FSS in Alaska has been of inestimable value to me in making a safe, well informed return to today's very complex airspace. The weather briefings proved by the Kenai FSS have been excellent. Briefers are able to interpret weather data and place it in a context that I find easy to understand and, most importantly, am able to visualize as I do my VFR flight planning. Thanks, [REDACTED]
- 148 Master Flight Plan is a very good program!!
- 151 Friendly and professional service from Kenai Flight Service throughout the flying period
- 157 Don't keep repeating Anchorage "Ted Stevens" nternational Airport when giving transcribed weather updates. Just say Anchorage International. I even like the man. Just shorten the report time and shorten your address. You are sounding way to much like government waste!
- 160 I like my service. And the IFR controllers are great.
- 164 I am a pilot for the US Fish and Wildlife service who performs waterfowl and wildlife surveys throughout the whole state of Alaska with contacts to numerous FSS, AFSS and RCO's, as well as phone calls and radio calls to each, in person visits, and use of the NOAA website. I, for one, am very happy w/the service and professionalism of all I have dealt with in Alaska. I sure can't say the same for the 30 flight hours I picked up in the lower 48 this past year for other work-related flying. I hear people knocking the FAA and weather forecasts and it is always disheartening to me because I think you all do a great job!!! I do have one issue that has occurred to me twice that I'd like to pass on. Twice in the past few years, I was in our work planes and had an amendment to a flight plan. Although I usually go through an RCO, a few times I have called the 1-800-wxbrief number on our panel-mounted satellite telephones to make sure they are operating. In each case, the sat phone "patched" me through to a lower 48 FSS station. In both cases, they were unable to help amend my flight plan. In the first instance, the briefer and I chatted in a good way and then I went through an RCO (a few years ago). However, in the past year, I had my second deal like this. In this instance, the briefer said he had no way to contact Alaska FSS/AFSS to help me out and he was unwilling to find a way to make contact up here. I found it very sad that he wasn't willing to do whatever it took to help me out, such as an online search for an Alaskan FSS phone #. I suggest finding a way to make a link between L48 and AK FSS/AFSS.
- 169 Man the flight service station you already have in McGrath , 12 months a year. During high traffic times sometimes at 2 or 3 am, a pilot cannot get an answer on radio and it is a little disconcerting when you are in the middle of Alaska somewhere and no one is listening because they can't keep up with traffic or they are somewhere else and doing other duties. More flight service stations scattered around the state would spread contacts out and they would be talking to someone that is familiar with their area and perhaps expecting their call.
- 170 Use Kenai. They do a good job!
- 171 There are too many planes in AK where service are inadequate or not present. Frequently you can't get RCO in many hunting and fishing areas. Often you have to close a flight plan prior to reaching destination and often prior to landing, thus making the safety factor very poor.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 175 I used to fly with the State Fish & Wildlife between Kotzebue, Bethel, Anchorage & Gulkana between 1985-2005. The service received at the FSS and NWS was always topnotch. Each specialist took time to give high quality service, which I always thanked them for. Now in retirement (whatever that means) I fly out of Palmer and enjoy working with that field station. Good people. So, thanks for the great service. I know over the many years the WX reports/briefings have saved my bacon over and over.
- 177 In summer of 2007 in July, there were wildfires in the Mat-Su valley that created IFR flight conditions. The FSS man in Talkeetna did an extraordinary good job with an IFR condition that appeared very rapidly and without warning. Well done!! Keep the FSS station in Talkeetna manned by humans!!
- 178 I think that the Alaska Flight Service is doing an excellent job. The weather cam program is the best thing to hit general aviation since GPS. I would like to see more web cams. Perhaps in the Prince William and Blying Sounds. Why was a two page survey sent out in a large envelope taking 80 cent postage? For the cost of postage and the larger envelope, you could have sent the survey and a return envelope, increasing the likelihood that people will return the survey.
- 180 Right now I print hardcopy form for my most common routes/WX briefs, works well. The service provided to me in 2007 by FSS staff @ Palmer & Talkeetna stations has been outstanding. I can't recall any disappointments and they handled routine and non-routine (extreme wind, private seasonal efforts) operations very well. For 2007, I had approx 40 days at routine ops; a typical flight would include a private or FAA flight plan position reports/ PIREP(S) and of course a WX briefing. Many times the WX brief was from the local FSS. They treat me like a friend! Thanks to [REDACTED] and some of those new guys.
- 184 Numerous times a personal discussion with Palmer Flight Service briefers has increased my safety margin in flight planning during marginal weather conditions. On a number of occasions, I have been required to return to Gulkana or Lake Louise after approaching Palmer with 5 - 10 miles because of unsafe weather conditions when the Palmer FSS was unmanned. I frequently call Palmer FSS if weather appears marginal for a flight from the Copper River Basin to Palmer area. This availability increases safety and lowers operating costs (if it is unflyable).
- 186 Palmer always provides outstanding service.
- 188 Broadcast weather for valley area has very limited range - would like more power
- 190 I predominantly use Palmer FSS. They have been the type of specialists I would greatly like to see at every FSS. They are also very attuned to geographic area I fly. They add a personal touch and I trust what they say. They don't appear to embellish but rather tell it like it is.
- 193 Doing great, keep it up
- 194 The service is more than good. The cam pictures really help me know what's going on out there. I use Lake Clark pass a lot. You give us more than we deserve. Thanks, [REDACTED]
- 195 A more affordable inflight weather receiving system (GPS oriented) for receiving up to date weather enroute--automated weather for current observations, terminal forecasts, nexrad radar, etc.
- 197 Palmer FSS offers excellent service. I would like more open hours in summer time May 15 to sept 15 during middle of the week (Mondays - Thursday) Weekends are covered ok.
- 199 Your briefers at Kenai are great.
- 201 I would encourage the re-establishment of manned FSS's throughout the state. It was a mistake to remove them - let's work to rectify that mistake.
- 202 Operational cameras are a big help when planning a trip. AWOS at SXQ needs to be moved to a mid-field area as wind info is very inaccurate with a north wind. I have been flying in Alaska Part 91 and Part 135 for 37 years. I have never had a bad experience with any FSS people in Alaska. I have found 99% enthused about their jobs and professional in dealing with me. Thank you!
- 204 Contract WX reporting stations are not consistent in reporting. Frequently do not report more than twice a day, even in marginal WX.
- 209 Alaska needs satellite weather available for Smart Phone PDA like XM weather in Lower 48. I have flown over 3500 hrs in Alaska.

FAA Alaska Flight Services Customer Satisfaction Survey 2008

- 210 6d, e, q. The current system of using automated reports to verify area forecasts and enroute weather provides a poor product. This is especially true in the wintertime with short daylight hours.
- 211 I really appreciate the good job FSS does. I go out to my cabin and I really need FSS to make a go/no go decision on weather - I watch the KAKM weather the night before, then the next day I always call FSS. I don't file flight plans but I think I might change that. I have been using relatives as a surrogate flight plan but that may not be the optimum solution.
- 212 [REDACTED] @ the Palmer FSS is fantastic. [REDACTED] is very serious about providing the best service. [REDACTED] really cares.
- 213 I prefer to call the remote FSS stations. If I call Kenai or Fairbanks I'm on hold too long and the weather briefings are excessive and take too long. I call the remote FSS direct even when I'm in Anchorage.
- 214 Probably for financial reasons FSS are going. Especially in Alaska the human voice, personal recognition is very welcome. I support the GA in this state and think FSS suits Alaska.
- 215 Keep FSS operators as FAA personnel. Do not contract out!!
- 218 I am very pleased with the service FSS provides especially with the personnel at Kotzebue.
- 234 From #5: Flight Service excellent. Need more. From #7: FSS Invaluable
- 235 Overall FSS people are excellent. I feel more people on ground throughout the state would be a positive, although expensive, improvement.
- 236 Keep up the good work.
- 239 Exceptional service from [REDACTED] @ Palmer FSS. [REDACTED] calls when strong winds are forecast to warn for Hangaring, etc.
- 241 I have found the Palmer FSS to be extremely helpful and knowledgeable. Talkeetna is always very helpful.
- 242 Sitka Flight Service is a great resource to Southeast Alaska. The employees in Sitka do a great job providing information for all phases of flight. The KTN FSS is a very good asset to Southeast Alaska's flying community, commercial and private. Then JNU FSS which is off airport still provides a great service. I vote to have all flight service over the state of Alaska and nationwide like Sitka and Ketchikan. Thanks
- 243 WX cameras are the best tool available. Please add more! Also a windspeed indicator in camera view. Could software delete all night pictures from camera loop to speed loading with slow internet connections?
- 244 From #4: Flights not originating from Elmendorf Aero Club. Flights not ending at Elmendorf Aero Club.
- 246 Homer FSS is an important part of flight ops and safety in the Kachemak Bay area
- 250 Nome Flight Service personnel have always been helpful and an asset to the Nome aviation community.
- 252 Please add services, not take them away. FSS employee should be retained, Alaska is a vast unforgiving area - the FSS has helped me throughout my 10 years of helicopter operations. AWOS ASOS sites are becoming more and more unoperational. This needs to be addressed.