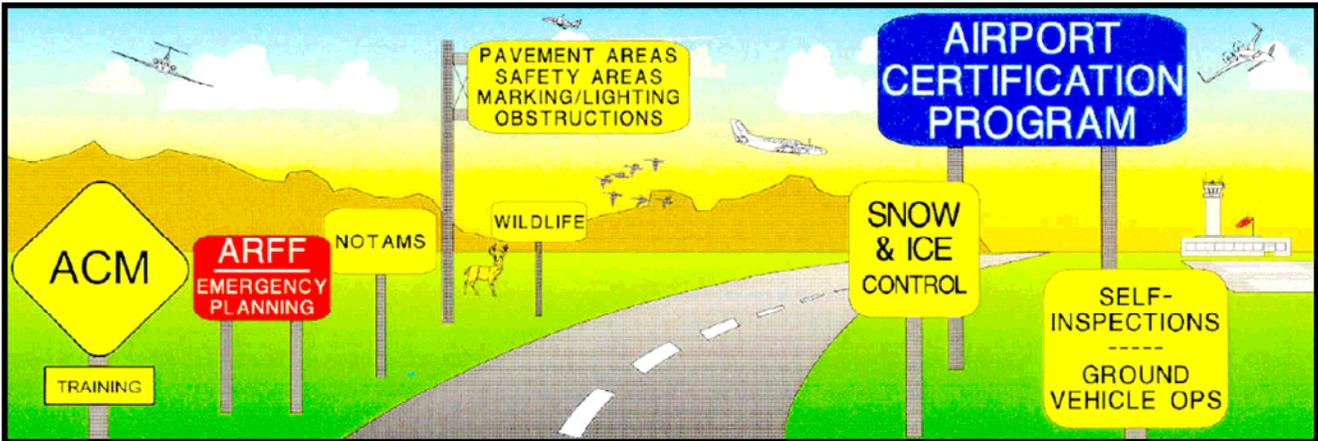


# AIRPORT CERTIFICATION INFORMATION BULLETIN



## DATE: 8/28/2007, NUMBER: 07-08 Flight Services Feedback Form

In February 2007 Lockheed Martin began consolidating 58 flight service stations into 3 hub and 16 continuing sites. Since then, there has been a gradual but significant increase in the number of complaints about services provided. To assist the Federal Aviation Administration (FAA) in tracking, investigating, and resolving these complaints, the FAA Air Traffic Organization (ATO) has developed a new web based comment/complaint form designed to be used by the FAA, pilot community, and other government organizations that are serviced directly by Lockheed Martin Flight Services.

Please distribute this information to personnel at your airport that are customers of flight services. The more reliable feedback that is received from this initiative, the better the Agency will be able to meet the needs of our customers. If you have any questions, please contact Jeanne Giering, Manager of Flight Services Safety and Operations at (202) 385-7618. The feedback form can be accessed at:

[www.fsfeedback.gosyops.info](http://www.fsfeedback.gosyops.info)  
Username: FAAFeedback  
Password: 07!feedback (lowercase)

### FAA Pilot Feedback Form

Affiliation * (Pilot, FAA, NWS, etc...)	<input type="text"/>
Incident Date & Time	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	UTC ("Z") Time (Format HH:MM, 24-Hour Clock, 00:00 - 23:59)
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Work Phone Number	<input type="text"/>
Home Phone Number	<input type="text"/>
Cell Phone Number	<input type="text"/>
Best way to reach you	<input type="text"/> Email

Please contact your Airport Certification Safety Inspector for additional information.

