

## **Frequently Asked Questions**

### **1. Why am I experiencing excessively long wait times?**

ANS: Flight service is undergoing a major change which includes modernization to meet future needs and requirements, training the entire work force on a new operating system, closing some facilities permanently and refurbishing others. Things are taking longer because we have briefers answering the phones and we are also conducting training simultaneously for the entire workforce. Additionally, specialists are still getting accustomed to the new operating system. These all have adverse effect on pilot wait times.

### **2. Why am I getting a specialist that is unfamiliar with my flight plan area?**

ANS: Many specialists are in transition, having moved from a closing facility into one of the new hub facilities, sometimes 500 miles from home. They have been trained and re-certified in a new and expanded flight plan area and are cautiously applying their skills and replacing the knowledge from their old flight plan area with the knowledge of the new expanded flight plan area. They are committed to doing a thorough job and are taking the time to gather all the pertinent information.

### **3. Why is my flight plan sometimes unavailable when I call up ATC for my clearance?**

ANS: The entry of flight plans is quite routine for our highly skilled specialists, but the computer has not had all of the anomalies worked out of it yet. We are constantly monitoring the system, analyzing those anomalies to prevent them from happening again, and initiating new software fixes every 2 weeks to constantly improve the system. Additionally, sometimes the ARTCC Host computer loses a flight plan, or it does not show up at the right sector in the ARTCC or approach control. At this juncture, the controller will state, "I do not have any flight plan on you. Who did you file with?"

### **4. Why do pilot weather briefers give me information outside my intended route of flight?**

ANS: A Pilot weather briefer is always charged with applying their professional skills and knowledge when it comes to providing quality service. Sometimes weather outside of your route of flight can be a significant factor should you get delayed, or have occasion to deviate from your intended route of flight, especially if that weather is moving different from what is forecasted. They go above and beyond to protect you, to give you as much information as they believe necessary to help you make an educated GO NO-GO.

### **5. Why am I always asked about my familiarity with the DCA ADIZ?**

ANS: Pilots flying anywhere near the Washington, DC area should be aware of the restrictions involving the DCA ADIZ. Violation of the DCA ADIZ as well as the DCA Flight Restricted Zone (FRZ) could result in pilots being faced with an interceptor aircraft and could also result in your certificate being violated. It is a requirement for every briefer to ascertain if a flight is going to be near those areas,

and to ensure every pilot knows the pertinent information and has filed the appropriate flight plan for operating in or near those areas.

**6. Why does it seem like it takes longer for a briefer to give me a pilot weather briefing?**

ANS: As specialists transition to the new operating system and flight plan areas, it takes a while to become proficient, which leads to increased briefing times. In addition, there is so much more information available and briefers are trying to ensure that pilots get all the pertinent information. One example is new graphical products presented slightly different than the old system which takes a little more time to interpret. These times will reduce as our specialists become more proficient each day.

**7. How long will it be before service improves?**

ANS: The entire transition period will run through the end of July 2007, with some training during the month of August. We are making progress every day as we move through the transition. The faster we transition the specialists to one operating system, the better. That is why we have an aggressive schedule.

**8. Where can I get information of the status of FSS modernization?**

ANS: [www.afss.com](http://www.afss.com)

**9. What efforts are being made to get the word out to the pilot community about changes in the Flight Service Station Program?**

ANS: [www.afss.com](http://www.afss.com)

**10. Who can I call if I have a complaint or comment about flight services?**

ANS: [www.afss.com](http://www.afss.com)

