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# CWSU Near-term Improvement Program



# Objective

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- Low-cost improvements at CWSUs which will noticeably improve quality of support provided to FAA ARTCCs
- Complete within 12 months



# Purpose

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- Improve FAA satisfaction with services
- Address GAO recommendation from February 2008 Report
  - Improve consistency of products and services
  - Develop and implement Quality Assurance program including
    - Metrics
    - Site evaluations



# Key Focus Areas

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- Improve consistency of products and services
- Improve customer service
- Enhance situational awareness
- Implement quality assurance measures



# Improve Consistency of Products and Services



- TAF Improvement Program
  - WFOs and CWSU collaborate prior to scheduled TAF issuances for 35 OEP airport
  - WFO and CWSU provide a single forecast to FAA
  - TAF forecasts reflect knowledge of weather impacts
  - More timely amendments
- CWSU Web Presence
  - Each CWSU provides an interactive website
  - Easy access to
    - TAF Tactical Decision Aids
    - Crosswind Tactical Decision Aids
- Aviation Products in NWS Operational System
  - Aviation products (e.g. CCFP, CIP, SIGMETs, CWAs) available to all NWS meteorologists
  - Aviation-related map backgrounds available to all NWS meteorologists

Tactical Decision Aid(TDA) for  
George Bush Intercontinental Airport

Based on 12Z TAF last updated @ 1324Z.  
This page will auto refresh every 5 minutes.  
Last refreshed on Monday, February 11, 2008 @ 14:29Z

Enter 3 Letter Airport Code:  LOCAL TIME

CURRENT OBS

1353 Z	14 Z	15 Z	16 Z	17 Z	18 Z	19 Z	20 Z	21 Z	22 Z	23 Z	00 Z	01 Z
CIG	PREVAILING	120	120	025	025	025	021	025	025	025	025	021
TEMPO							007	007	007	007		
VSBY	PREVAILING	ISM	ISM	P6SM	P6SM	P6SM	P6SM	P6SM	P6SM	P6SM	P6SM	P6SM
TEMPO							5SM	5SM	5SM	5SM		
PCPN	PREVAILING			VCSH	VCSH	VCSH	VCSH	VCSH	VCSH	VCSH	VCSH	VCSH

HubPacing Airports Crosswind Information...  
based on Sustained or Average of Sustained/Gust wind speed

Calculations based on the latest metar/ptcl available. Mousoever the airport identifier to view the observation. Click to view crosswind information.

Northeast					
BOS	LGA	JFK	EWR	TEB	PHX
Great Lakes/Ohio Valley/Mid Atlantic					
MSP	ORD	MDW	DTW	CVG	CLE
SDF	IND	PIT	IND	BWI	DCA
Southeast					
ISM	ROU	CLT	ATL	MCO	MIA
Rockies/Plains					
DEN	MO	DFW	IAH		
West					
LAX	LAD	PHX	SLC	BFO	SJC
PDX	SEA				

Calculations based on data through: 111353Z

< 10 knots    10-24 knots    25-29 knots    ≥ 30 knots

Light blue indicates all runways less than 10 knots  
All remaining colors indicate at least one runway in that range  
If a gust exists, color is based on the average of sustained and gust speeds.

MTR	BOS	LGA	JFK	EWR	TEB	PHX	BWI	DCA	IND	PIT	CLE	DTW
TAF	BOS	LGA	JFK	EWR	TEB	PHX	BWI	DCA	IND	PIT	CLE	DTW
MTR	CVG	ATL	ROU	CLT	MCO	MIA	ORD	MDW	MSP	MCI	STL	IND
TAF	CVG	ATL	ROU	CLT	MCO	MIA	ORD	MDW	MSP	MCI	STL	IND

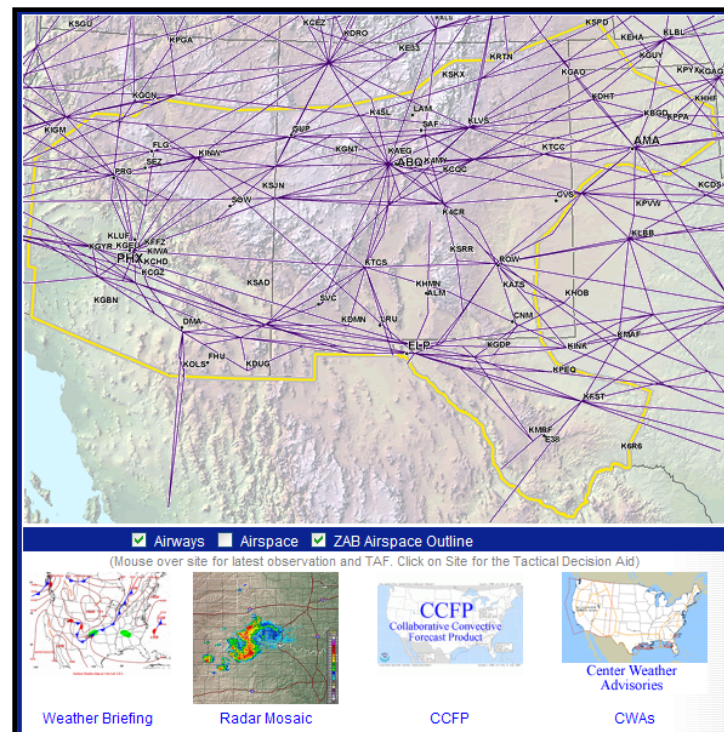
Boston Logan International  
Crosswind components for: BOS  
Wind Direction & Speed as of: 111354Z  
280 degrees at 23 knots  
Gusts: 31 knots  
Based on average of sustained/gust speed:  
Crosswind 0422: 27 knots  
Crosswind 0927: 11 knots  
Crosswind 1533: 15 knots



# Improve Customer Service



- CWSU Web Presence
  - Each CWSU provides an interactive website
  - Easy access to
    - TAF Tactical Decision Aids
    - Crosswind Tactical Decision Aids
- NWS Meteorologist Training
  - Every WFO meteorologist trained on impact of weather on air traffic
  - Every CWSU meteorologist trained on conducting presentations and customer service
- Improved Telephone Availability
  - Cordless phones provided to CWSU meteorologists to remain in contact when away from operational area



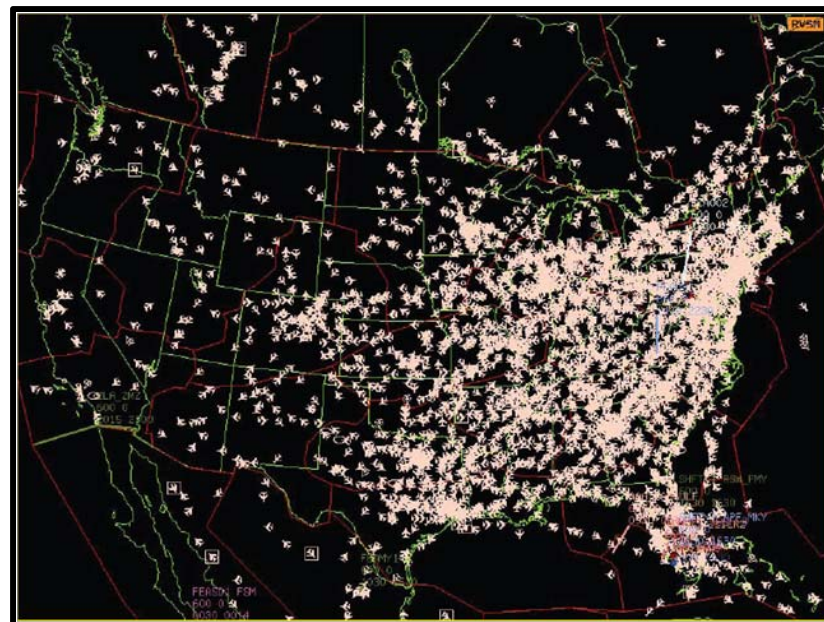




# Enhance Situational Awareness



- Web Traffic Situational Display
  - CWSU meteorologists access vital aircraft situational display information
  - Includes weather as well as sector loading information
- Enhanced TAF monitoring tools
  - Aviation Forecast Preparation System (AvnFPS) added to CWSUs
  - CWSU meteorologists will more easily monitor TAFs
  - Same tool used by NWS meteorologist issuing the TAF



		tpo	vis	wnd	wx	clg	vis	wnd	wx	clg	ts	ts	ts	vis	wnd	wx	sky	ws			
KBUF	TAF 16-48 MTR 17:03	tpo	vis	wnd	wx	clg	vis	wnd	wx	clg	ts	ts	ts	vis	wnd	wx	sky	ws	Amd	Rtd	Cor
KJAG	TAF 16-48 MTR 16:53	tpo	vis	wnd	wx	clg	vis	wnd	wx	clg	ts	ts	ts	vis	wnd	wx	sky	ws	Amd	Rtd	Cor
KROC	TAF 11:20 MTR 16:54	tpo	vis	wnd	wx	clg	vis	wnd	wx	clg	ts	ts	ts	vis	wnd	wx	sky	ws	Amd	Rtd	Cor
KJHW	TAF 15:32 MTR 16:49	tpo	vis	wnd	wx	clg	vis	wnd	wx	clg	ts	ts	ts	vis	wnd	wx	sky	ws	Amd	Rtd	Cor
KART	TAF 11:20 MTR 16:56	tpo	vis	wnd	wx	clg	vis	wnd	wx	clg	ts	ts	ts	vis	wnd	wx	sky	ws	Amd	Rtd	Cor



# Implement Quality Assurance Measures



- CWSU Site Review
  - Addresses GAO February 2008 recommendation to “... perform annual evaluations of aviation weather services provided at en route centers and provide feedback to the Center Weather Service Units.”
  - Annual review of each CWSU
    - First review scheduled for November 2008
    - 21 reviews completed by the end of September 2009
  - Observation and interviews integral part of review
  - FAA participation critical to success
  - Strengths and weaknesses noted
    - Sub-standard elements addressed
    - WFO and CWSU MICs responsible for developing and executing improvement plan in six months following evaluation





# CWSU Improvement Program Status October 1, 2008



Wednesday, October 01, 2008 Dark green cells are complete

CWSU	ARD Installed	AvnFPS	Mod Note	TAF Collaboration	WRK File	Web	GTM	Telephone	Camtasia	T&D	1-3Planet	CWSU Training	Log	Region
ZAB														S
ZAN					No DEP						Chat			A
ZTL											Chat			S
ZBW														E
ZAU														C
ZOB														E
ZDV														C
ZFW														S
ZHU														S
ZID														C
ZJX											Chat			S
ZKC														C
ZLA											Chat			W
ZME														S
ZMA											Chat			S
ZMP														C
ZNY														E
ZOA											Chat			W
ZLC											Chat			W
Z&E											Chat			W
ZDC														E



# Summary



- The NWS will work to provide improved aviation weather services by
  - Improving consistency of our products and services
  - Improving our customer service
  - Enhancing our meteorologists' situational awareness
  - Implementing quality assurance measures