

Nation Business Aviation Association Friends/Partners in Aviation Weather

Lockheed Martin Automated Flight Services Pilot Web Portal for the 21<sup>st</sup> Century

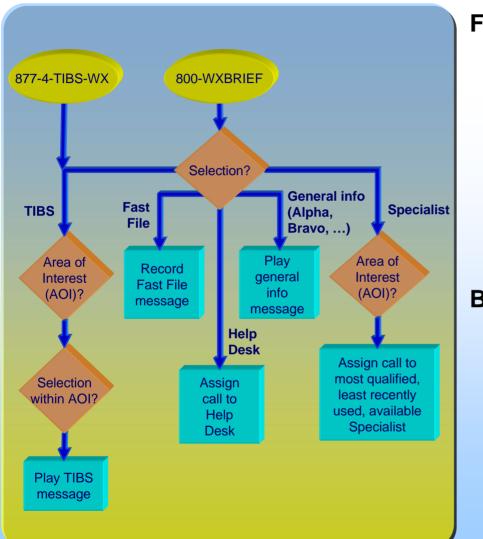
Fred L. Gibbs Consultant/SME – Washington Consulting Group OCT. 19, 2006



EXPO 2006 FS21 Briefing

# Nationwide Call Distribution System





#### **Features**

- Intelligent Voice Recognition
- Nationwide Call Distribution Based on Pilots' Area of Interest and Specialists' Area Knowledge
- Call Load Spread Over All Physical Locations
- Pilot Profile Opened Automatically Based on Caller ID (i.e. Specialist will know pilot's name, pilot ratings, favorite FPs, etc. at same time as call is answered)

### **Benefits**

- Minimized Pilot Wait Times (< 10 seconds)</li>
- Calls Answered by Most Qualified Specialist, Regardless of Physical Location of the Specialist
- Separate Nationwide Number for TIBS
- Pilot Profiles Reduce Need to Transcribe Information, Thus Reducing Errors

Fastest Access to the Most Qualified, Available Specialist – Anywhere

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## Automated HIWAS & TIBS Messages





#### Features

- Automatically Reads Aviation
  Weather and Converts Text Into Intelligible Speech
- Records Speech Files for HIWAS Broadcasts and TIBS Messages as the Information Changes, i.e., Always Accurate and Current

### **Benefits**

- More Frequent Updates to HIWAS Broadcasts and TIBS Recordings
- Clear & Consistent Voice, Enunciation, and Speaking Rate Makes Recordings Easier to Understand

#### Consistent & Safer HIWAS & TIBS

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## Integrated Pilot Web Portal



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#### Features

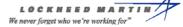
- Personal Home Page Can be Customized with Selected Weather Products for Pilot's Specific Area of Interest
- Same Weather, NOTAMS, TFRs, & SUAs as Specialists
- Briefings Color-Coded for Personal Minimums (IFR, MVFR, & VFR)
- Briefings Include Local NOTAMS

### **Benefits**

 Enhanced Safety by Improved Common Situational Awareness Between Pilots and Specialists (Shared Common Picture of Weather, NOTAMs, TFRs, & SUAs)

#### **Comprehensive Self-Service Tools for Pilots**

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# Integrated Pilot Web Portal (cont.)



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#### Features

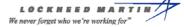
- Voluntary Pilot and Aircraft Profiles Including: Favorite Plans, Routine & Emergency Contact Info, & Aircraft Performance Data
- Public Info and Events
- Kiosks Provided to FBO's

## Benefits

- More Personalized and Efficient Service (Due to Pilot Profiles)
- Pilots May be Automatically Notified via E-Mail or Text Message for Hazardous Weather and TFR Alerts That Impact Their Filed Flight Plans
- Can File & Close Flight Plans via Web (Even via Wireless PDA)

#### **Comprehensive Self-Service Tools for Pilots**

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## **Questions & Answers**





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