CWSU Near-term Improvement Program
Objective

• Low-cost improvements at CWSUs which will noticeably improve quality of support provided to FAA ARTCCs

• Complete within 12 months
Purpose

• 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

• 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
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
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

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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