

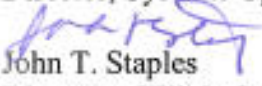


Federal Aviation Administration

Memorandum

Date: AUG 09 2007

To: Director, Terminal Safety and Operations
Director, Enroute Safety and Operations
Director, Technical Operations Safety and Operations
Director, Systems Operations Airspace and AIM

From: 
John T. Staples
Director of Flight Services Program Operations

Subject: New User Assessment Website for Lockheed Martin Flight Services

Lockheed Martin began consolidating 58 flight service stations into 3 Hub and 16 continuing sites in February 2007. Since then there has been a gradual but significant increase in the number of complaints about services provided. To assist us in tracking, investigating, and resolving these complaints, we have developed a new web based comment/complaint form designed to be used by the Federal Aviation Administration (FAA), pilot community, and other government organizations that are serviced directly by Lockheed Martin Flight Services (LMFS). This also provides our customers with a vehicle to provide feedback on flight services in Alaska.

The new form can be accessed at: fsfeedback.gosysops.info

Please give this address the widest dissemination possible throughout the facilities and offices within your organization that are customers of flight services. The more reliable feedback we receive, the better we can change to meet our customer's needs. If you have any questions, please contact Jeanne Giering, Manager of Flight Services Safety and Operations at (202) 385-7618.