Chapter 4. INFLIGHT SERVICES

Section 1. GENERAL

4-1-1. INFLIGHT SERVICES

Inflight services are those provided to or affecting aircraft inflight or otherwise operating on the airport surface. This includes services to airborne aircraft, such as NAVAID monitoring and restoration, LAA, delivery of ATC clearances, advisories or requests, issuance of military flight advisory messages, EFAS, NOTAM's, SAR communications searches, flight plan handling, transcribed or live broadcast, weather observations, PIREP's, and pilot briefings.

NOTE-
Provide inflight services in accordance with the procedures in this chapter to aircraft on a "first come, first served" basis, as circumstances permit.

4-1-2. EN ROUTE FLIGHT ADVISORY SERVICE (EFAS/FLIGHT WATCH)

A service specifically designed to provide, upon pilot request, timely weather information pertinent to the type of flight, intended route of flight, and altitude.

NOTE-
The facilities providing this service are listed in the Airport/Facility Directory (AFD).

4-1-3. OPERATIONAL PRIORITY

a. Emergency situations are those where life or property are in immediate danger. Aircraft in distress have priority over all other aircraft.

b. Provide priority service to civilian air ambulance (LIFEGUARD), or military air evacuation (AIR EVAC, MED EVAC) flights. When requested by the pilot, provide notifications to expedite ground handling of patients, vital organs, or urgently needed medical materials. Assist the pilots of air ambulance/evacuation aircraft to avoid areas of significant weather and turbulent conditions.

NOTE-
Air carrier/Air taxi usage of "Lifeguard" call sign indicates that operational priority is requested.

c. Provide maximum assistance to search and rescue (SAR) aircraft performing a SAR mission.

d. Provide special handling as required to expedite Flight Check and SAFI aircraft.

4-1-4. INFLIGHT WEATHER BRIEFING

Upon request, provide the pilot with an inflight weather briefing, in accordance with the procedure outlined in Chapter 3, Section 2. The following cautionary advisory shall be issued to a pilot planning a flight outside of United States controlled airspace, unless the pilot states "I have the international cautionary advisory."

PHRASEOLOGY-
CHECK DATA AS SOON AS PRACTICAL AFTER ENTERING FOREIGN AIRSPACE, AS OUR INTERNATIONAL DATA MAY BE INACCURATE OR INCOMPLETE.

4-1-5. INFLIGHT EQUIPMENT MALFUNCTIONS

a. Inflight equipment malfunctions include partial or complete failure of equipment which may affect either safety and/or the ability of the flight to proceed. Specialists may expect reports from pilots regarding VOR, ADF, Low Frequency Navigation Receivers, impairment of air-ground communications capability, or other equipment deemed appropriate by the pilot.

b. When a pilot reports a flight equipment malfunction, determine the nature and extent of any assistance desired.

c. Provide maximum assistance possible consistent with equipment, workload, and any special handling requested.

d. Relay to other specialists or facilities who will subsequently handle the aircraft all pertinent details concerning the aircraft and any special handling requested or being provided.