



Customer survey 2020: We would like to thank our customers for their positive assessment of our services and for their valuable feedback, which will help us to improve further.

skyguide conducted a customer satisfaction survey in November 2020. The aim of the survey was to obtain feedback from our customers on our performance and services, so that we can better align or optimize our services to these requirements, including our briefing platform skybriefing.

The analysis showed that the overall customer satisfaction rating is at a high level. Both the ability to store flight plan and briefing data and the speed of the system are rated as good. In particular, the user-friendliness of skybriefing was rated as very good by the respondents. The scope, quality and availability of the information are rated positively throughout.

We have received individual feedbacks which we are now analyzing in more detail in order to work out possible approaches for improvement, to assess a possible implementation and to be able to plan an introduction. Among other things, we are looking at improving the sorting of briefing information, optimizing the PDF generation and a possible notification function for various information.

We were already able to introduce an improvement after the discontinuation of the SmartNOTAM service at the end of 2020. Since then, it has been possible to filter NOTAMs with or without "miscellaneous" NOTAMs in the briefing settings and the individual briefing calls. The number of NOTAMs in the briefings can be reduced with this filter without suppressing significant operational restrictions. Most of the miscellaneous NOTAMs are obstacles and obstacle lights. Another concrete improvement, that the eVFR manual can again be downloaded as a ZIP file from skybriefing, is already being implemented for the next AIRAC date of 17 June 2021.

We would like to remind you that the skybriefing service is provided by skyguide on behalf of the Swiss Confederation. The web application covers the basic requirements for flight preparation to be provided by the government. It provides non-discriminatory and free access at Swiss aerodromes, and can also be used via the Internet regardless of location. The development of a skybriefing APP, as frequently mentioned in the survey, is currently not part of the mandate for fulfilling the basic requirements and is therefore not envisaged. Nevertheless, the skybriefing solution has open interfaces that can be used by software and APP providers. The interfaces allow access to NOTAM data from authorized sources and flight plan functions. Interested developers or software providers are welcome to contact us at any time

We would like to thank all customers who participated in the online survey and wish everyone "happy landings" for the 2021 flight season.

Costas Cavillier,
Head of Operations Services