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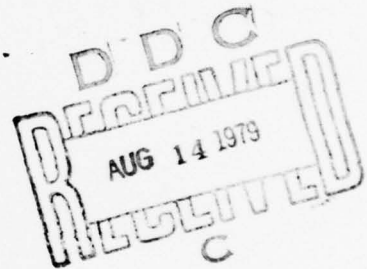
LEVEL

92

VOICE RESPONSE SYSTEM (VRS) SURVEY

ADA072752

Ephraim Shochet
Hugh Milligan
Richard J. Regan



JULY 1979

FINAL REPORT

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<p>16. Abstract An experiment was conducted to determine the effectiveness and acceptability of a computer-generated voice system designed to provide pilots with a limited preflight weather briefing via touchtone telephone without the intervention or assistance of a weather briefer. The test area was the District of Columbia, Fairfax County, Arlington County, Alexandria City, Prince Georges County, and Montgomery County. Questionnaires were mailed to a randomly selected group of pilots in the test area. Several followup efforts were made to obtain information from nonrespondents. Analysis of the data obtained from the questionnaires indicates (1) user pilots have a high level of acceptance of the Voice Response System; (2) the general aviation pilot can use the Voice Response System effectively; and (3) the system satisfied the preflight needs of some pilots.</p>			
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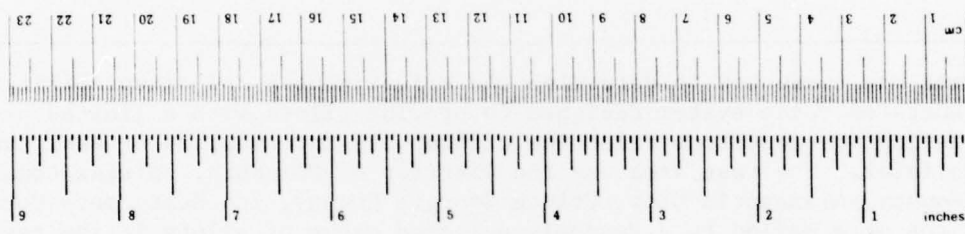
METRIC CONVERSION FACTORS

Approximate Conversions to Metric Measures

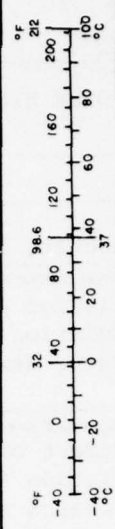
Symbol	When You Know	Multiply by	To Find	Symbol
LENGTH				
in	inches	2.54	centimeters	cm
ft	feet	30	centimeters	cm
yd	yards	0.9	meters	m
mi	miles	1.6	kilometers	km
AREA				
in ²	square inches	6.5	square centimeters	cm ²
ft ²	square feet	0.09	square meters	m ²
yd ²	square yards	0.8	square meters	m ²
mi ²	square miles	2.6	square kilometers	km ²
	acres	0.4	hectares	ha
MASS (weight)				
oz	ounces	28	grams	g
lb	pounds	0.45	kilograms	kg
	short tons (2000 lb)	0.9	tonnes	t
VOLUME				
tsp	teaspoons	5	milliliters	ml
Tbsp	tablespoons	15	milliliters	ml
fl oz	fluid ounces	30	milliliters	ml
c	cups	0.24	liters	l
pt	pints	0.47	liters	l
qt	quarts	0.95	liters	l
gal	gallons	3.8	liters	l
ft ³	cubic feet	0.03	cubic meters	m ³
yd ³	cubic yards	0.76	cubic meters	m ³
TEMPERATURE (exact)				
°F	Fahrenheit temperature	5/9 (after subtracting 32)	Celsius temperature	°C

Approximate Conversions from Metric Measures

When You Know	Multiply by	To Find	Symbol
LENGTH			
millimeters	0.04	inches	in
centimeters	0.4	inches	in
meters	3.3	feet	ft
meters	1.1	yards	yd
kilometers	0.6	miles	mi
AREA			
square centimeters	0.16	square inches	in ²
square meters	1.2	square yards	yd ²
square kilometers	0.4	square miles	mi ²
hectares (10,000 m ²)	2.5	acres	mi ²
MASS (weight)			
grams	0.035	ounces	oz
kilograms	2.2	pounds	lb
tonnes (1000 kg)	1.1	short tons	lb
VOLUME			
milliliters	0.03	fluid ounces	fl oz
liters	2.1	pints	pt
liters	1.06	quarts	qt
liters	0.26	gallons	gal
cubic meters	35	cubic feet	ft ³
cubic meters	1.3	cubic yards	yd ³
TEMPERATURE (exact)			
Celsius temperature	9/5 (then add 32)	Fahrenheit temperature	°F



* 1 in = 2.54 exactly. For other exact conversions and more detail and tables, see NBS Mon. Publ. 286, Units of Weights and Measures, Price \$2.25, SD Catalog No. C13.10.286.



PREFACE

Many people and organizations participated in the experimental live testing and pilot survey of the Voice Response System conducted in the Washington D.C. area during the summer of 1978. It would be impossible to mention them all by name; however, some deserve special mention.

Acknowledgement is given to the Aircraft Owners and Pilots Association (AOPA) and the National Pilots Association (NPA) for their efforts in encouraging pilots to participate in the evaluation of the Voice Response System (VRS).

Acknowledgement is given to Transportation Systems Center of Cambridge, Massachusetts, and Mitre Corporation of Mc Lean, Virginia, for their contributions in design and development of VRS and for the equipment description provided in this report.

Acknowledgement is given to the following FAA/NAFEC personnel and organizations;

Eugene Plofker for his assistance in writing the publicity brochure for the VRS.

Mr. Carey Weigel of ARD-441, Systems Research and Development Service, Washington D.C., Project Manager for VRS Development. Mr. Weigel helped design and supervise the live testing and pilot survey of the VRS.

Mr. Joseph Romei, former Project Manager of VRS at the National Aviation Facilities Experimental Center, for his contributions in planning and design of the live test and VRS pilot survey.

Mr. Thomas Steger and Dr. Shiu-Ming Cheung, ANA-751, for their valuable assistance in providing the required programing support for data analysis.

The Data Preparation Section, ANA-244A, for its valuable assistance in coding the VRS questionnaires.

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Justification	
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EXECUTIVE SUMMARY

In April 1978, the Federal Aviation Administration (FAA) conducted an experiment to determine the effectiveness and acceptability of a Voice Response System (VRS) designed to provide pilots with a limited preflight weather briefing via touch-tone telephone without the intervention or assistance of a weather briefer. The prototype model provided three weather products: hourly surface observations, terminal forecasts, and grid winds aloft. The system communicates by voice in one direction--from computer to pilot.

The VRS enables pilots to communicate with a computer to obtain weather and flight data. The pilot enters requests for specific weather reports for locations of interest by depressing the keys on a touch-tone telephone or key pad adapter on non-touch-tone telephones. The computer will "listen" to telephone signaling tones and will respond with a spoken message derived from stored human speech.

The VRS evolved into its present form after a period of controlled experimentation by FAA personnel who sought to develop suitable procedures and to acquire necessary weather products. But realistic, live experimentation was necessary to find the ways in which to maximize system usefulness and convenience of use. Thus, the VRS was publicly tested in the greater Washington D.C. area. Questionnaires were mailed to a random sample of 1,778 pilots to obtain public reaction to the VRS. Several followup efforts were made to secure information from nonrespondents.

CONCLUSIONS.

From the analysis of the questionnaire returns and telephone contacts with randomly selected nonrespondents, it is concluded that:

- 1. The VRS is a practical and effective means by which pilots can, in many instances, obtain a satisfactory overview of weather conditions. For preflight planning, 56 percent of the pilots indicated that it was unnecessary to call the Flight Service Station (FSS) for weather information after receiving the VRS briefing (figure ES-1). Of those who still found it necessary to call the FSS for weather information, 90 percent indicated that for preflight planning the VRS briefing reduced the time on line with the FSS (figure ES-2). The average estimated reduction in time on line with the FSS for preflight planning was 47 percent (figure ES-3).*
- 2. The VRS operating procedures are simple enough for most pilots to master with minimal practice.*
- 3. The public reaction to the VRS was highly favorable. Analysis of the data obtained from the questionnaires indicates a high level of acceptance of the VRS. As shown in (figure ES-4) 93 percent of the respondents indicated that the VRS is either "suitable with minor changes" or "suitable as is."*

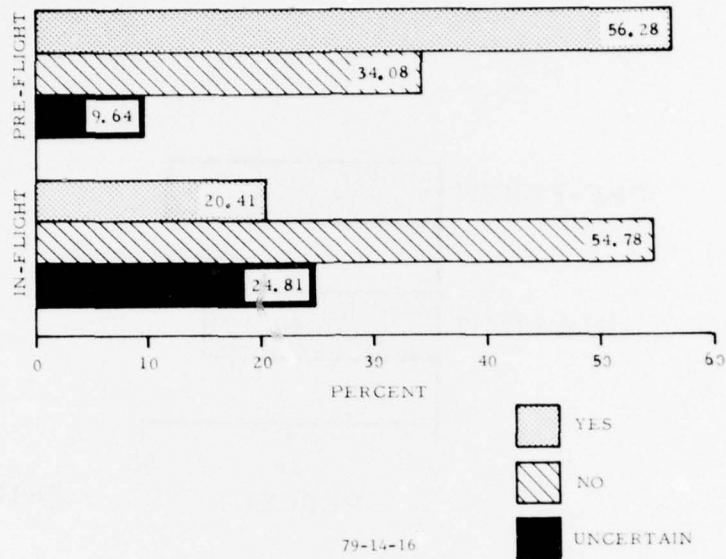


FIGURE ES-1. FSS UNNECESSARY AFTER VRS BRIEFING

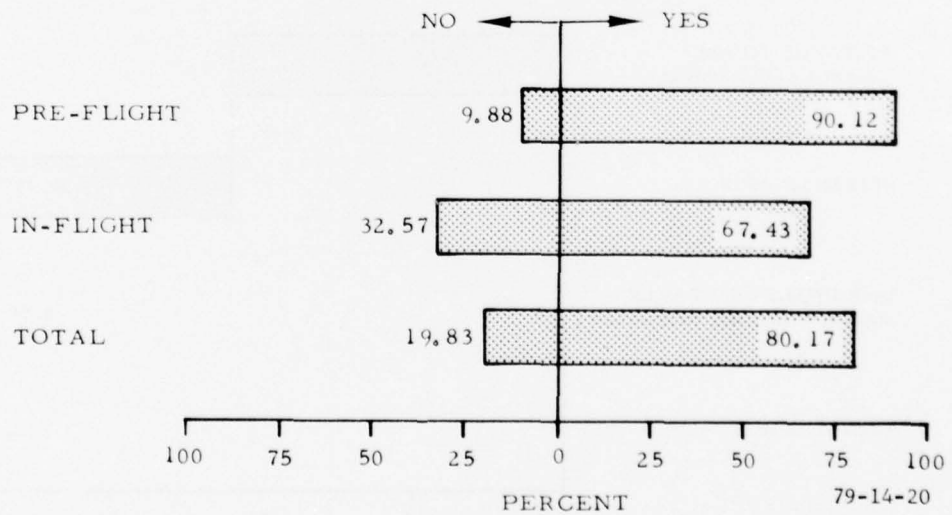


FIGURE ES-2. DID VRS BRIEFING REDUCE TIME ON LINE WITH FSS?

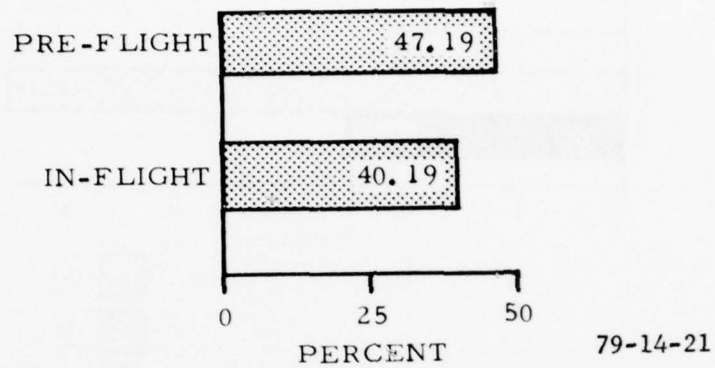


FIGURE ES-3. AVERAGE OF PERCENT TIME REDUCED

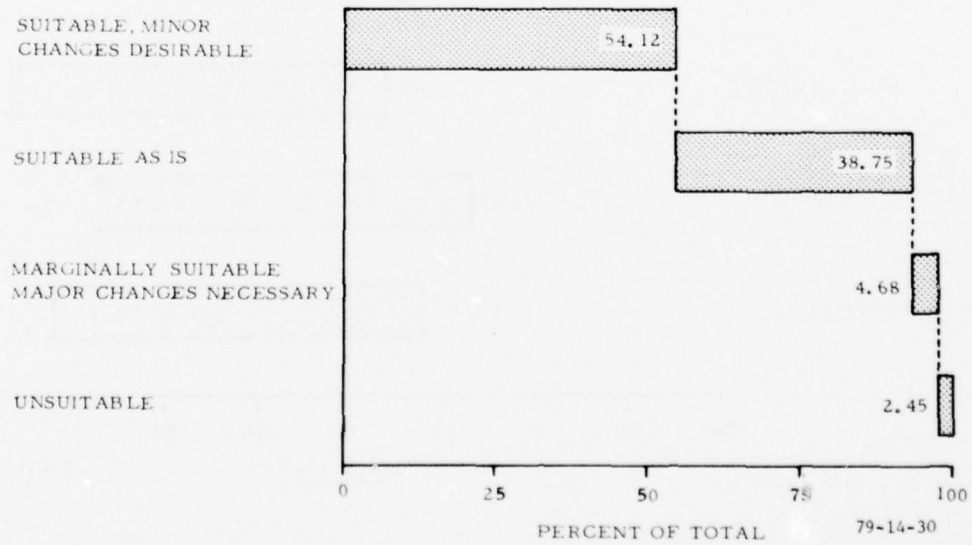


FIGURE ES-4. SUITABILITY OF THE VRS FOR WIDE-SPREAD PUBLIC USE

4. *No significant difference in the results existed between license types or experience levels of general aviation pilots.*
5. *The quality of speech (i.e., pleasantness, rate, rhythm, intonation, and intelligibility) are acceptable for public dissemination.*
6. *Additional weather products and the provision of NOTAM's would provide for better overview of weather and flying conditions.*

RECOMMENDATIONS.

1. The following seven additional products should be incorporated into the Voice Response System as they become available.
 1. PIREP's--Pilot reports on weather
 2. NOTAM's--Notices to airmen
 3. SIGMET's--Significant weather information
 4. AIRMET's--Airmens Meteorological Information
 5. Weather Synopsis
 6. Route Forecast
 7. Area Forecast
2. The spoken-name readback method should be used for location indentifiers.
3. The impact of the Voice Response System on FSS specialist workload was not and cannot be determined in the Washington metropolitan area due to many improvements such as MAPS, improved PATWAS, TEL-TWEB, 800 lines and consolidation. In the event a second VRS installation is implemented, it is recommended that a further study be conducted to determine the effects of the VRS on specialists' workload and that this study be performed in a controlled field environment.

INTRODUCTION

PURPOSE.

The purpose of this report is to document the results of the Voice Response System survey (VRS). The VRS survey was conducted to determine the effectiveness and acceptability of a computer-generated voice system designed to provide pilots with a limited preflight weather briefing via touchtone telephone without the intervention or assistance of a weather briefer.

BACKGROUND.

The Federal Aviation Administration (FAA) plans to implement a national Flight Service Station (FSS) automation program. This program will enable the increasing demand for services to the general aviation fleet to be met without a large increase in operating costs. Increased system capacity, easier access, and improved quality of service are important goals. The program will make extensive use of automation and will feature direct user access--direct pilot communication with the system computer to obtain a weather briefing and/or to file a flight plan.

The Voice Response System evolved into its present form after a period of controlled experimentation by FAA personnel who sought to develop suitable procedures and to acquire the necessary weather products. But realistic testing, live experimentation, was necessary to find the ways in which to maximize system usefulness and convenience of use.

TYPICAL SYSTEM TRANSACTION.

The VRS enables pilots to access a computer data base of weather and flight data. The pilot enters requests for specific weather reports for locations of interest by depressing the keys on a touchtone telephone or touchtone adapter on dial-type telephones. Almost immediately, the system responds with a spoken message derived from stored human speech. The pilot need only have a standard 12-key touch-tone telephone and a slight knowledge of the means of communicating with the Voice Response System. After connection with the system, a typical dialogue might transpire as follows:

VRS: "Hello. Greenwich time is now _____. Enter location identifier."

Pilot: The pilot depresses the touchtone keys in the manner prescribed in his brochure and enters location identifier.

VRS: The voice feature repeats the location entered either by pronouncing it phonetically or as normally spoken.

VRS: "Enter next location identifier."

Pilot: The pilot may repeat the location entry procedure until he has inserted as many as are necessary, up to a maximum of 10.

VRS: "Do you want hourly observations? Answer yes or no?"

Pilot: Enters numeric 9 (y) for yes, 6 (n) for no. (9 occurs with y and 6 occurs with n on the key pad)

VRS: If pilot responds "yes," requested hourly observations are delivered.

VRS: "Do you want terminal forecasts? Answer yes or no?"

Pilot: Enters numeric 9 for yes, 6 for no.

VRS: If pilot responds "yes," the requested information is delivered for those entered locations where terminal forecasts are made.

VRS: "Do you want forecast winds aloft? Answer yes or no?"

Pilot: Enters numeric 9 for yes, 6 for no.

VRS: "How many hours from now? The maximum is 30."

Pilot: Enters numeric.

VRS: At what altitude?

Pilot: Enters altitude.

VRS: Delivers forecast grid winds aloft for the entered altitude and for 4,000 feet above and below that altitude. (The system does not provide data for an altitude less than 2,000 feet above the terrain).

The above example is a simplified illustration of how the pilot and the VRS communicate. A more detailed account of how the system operates, its control functions, and limitations is contained in figure 1. Figure 1 is a copy of the publicity brochure that was sent to approximately 8,800 general aviation pilots in the Washington D.C. metropolitan area.

EQUIPMENT DESCRIPTION.

The VRS provides computer-generated voice output in response to inputs from a touchtone telephone. Stored within a Digital Equipment Corporation PDP 11/70 computer were the executive/operational programs required to operate the system and the raw national weather data base received from the Weather Message Switching Center (WMSC) located in Kansas City, Missouri. The data base was translated and reformatted into VRS weather files. All data manipulations regarding currency and validity of the national weather data base were accomplished within this computer which was located at the MITRE Corporation facility, Mc Lean, Virginia.

The digitized voice response subsystem was located at the Transportation Systems Center (TSC), Cambridge, Massachusetts, and was connected to the MITRE-based PDP 11/70 by a 1,200-baud subchannel of a multiplexed 9,600-baud communication line. The digital subsystem is composed of four major elements; i.e., a processor, fixed-head disk, and touchtone/voice-decoding equipment.

The processor is a Digital Equipment Corporation PDP 11/34 minicomputer with 64k of core memory. It performs the functions of interpreting the touchtone inputs from the user, determining what weather information has been requested, accessing the proper weather files in the PDP 11/70, and converting the output into speech by stringing together prestored words and phrases which result in the appropriate output message.

The fixed-head disk was used to store spoken words and phrases which had previously undergone an analog-to-digital conversion. The digital output was compressed utilizing a technique known as adaptive differential pulse code modulation (ADPCM).

The process of decompressing the data stored on the disk upon retrieval was performed by the speech decoding hardware. This equipment consisted of 20 independent decoding channels which effectively reversed the process of ADPCM.

The touchtone decoding equipment consisted of 20 independent decoding channels and performed the function of decoding the touchtone inputs and routing the resultant signals to the PDP 11/34. The 20-channel system uses 10 Bell Telephone Company 407C modems and a 20-channel multiplexer to multiplex these channels into one computer input channel.

For redundancy, a second PDP 11/34 was available at TSC. In the event of a PDP 11/70 failure, the weather data base was buffered at WMSC for a limited period of time.

METHODOLOGY

SURVEY.

The VRS became operational April 15, 1978, in the test area which included the District of Columbia, Fairfax County, Arlington County, Alexandria City, Prince Georges County, and Montgomery County. In April of 1978, a brochure (figure 1) and a wallet-size card (appendix A) were mailed to approximately 8,800 registered general aviation pilots residing in the test area. The brochure explained the reasons for the experiment, what the Voice Response System is, and how to use it. An illustrative copy of the covering letter accompanying the brochure and wallet-size card is shown in figure 2. A random sample of 1,778 names by license category was subsequently drawn from the respondent universe of approximately 8,800 general aviation pilots residing in the test area. During the week of July 21, 1978, a questionnaire (figure 3) was mailed to each potential respondent in the sample along with another copy of the brochure and wallet-size card. A copy of the covering letter to the

INTRODUCTION:

The Federal Aviation Administration is planning to implement a national Flight Service Station Automation Program. This program is designed to meet the increasing demand for services to the general aviation fleet without a large increase in operating costs. Service improvements in terms of system capacity, accessibility, and quality are high on the list of system characteristics. The program makes extensive use of automation and will introduce the concept of direct user access—the capability whereby a pilot directly accesses an FSS computer to obtain a weather briefing and/or file a flight plan. Direct pilot input and computer generated voice response are one of the primary means of providing the improved service.

BACKGROUND:

The Voice Response System (VRS) enables pilots to access a computer data base of weather and flight data. The pilot inputs requests for specific weather reports for locations of interest by utilizing the keys on a TOUCHTONE telephone or keypad adapter on dial-type telephones. Almost immediately the system responds with a computer generated voice. To access this system, the pilot need only have a standard 12-key telephone and a slight knowledge of the manner of communicating with the voice response system. Controlled experiments were conducted by FAA personnel to develop and refine workable procedures and to establish the required weather products.

However, live experimentation is necessary to maximize system usefulness and convenience of use.

In the very near future, the FAA will conduct a live field experiment, to ascertain pilot reactions and to provide a means for pilot suggestions for improvements. Initially the weather products available will be: Surface Observations; Terminal Forecasts; and Forecast Winds Aloft. This weather information will be current. These experiments are scheduled to begin approximately April 1, 1978 and will be conducted over a period of 4 months in the Washington, D.C. area.

The three products are intended to be used for early flight planning purposes, providing the pilot with "go" or "no-go to the airport" information. The reports will be checked against prescribed criteria to assure reasonableness of data. Reports which are not received, cannot be deciphered or do not meet predetermined criteria will be voiced as "not available." Since the system does not contain all the products necessary for a complete briefing, contact your FSS for any additional information required.

OPERATING PROCEDURES:

Any public, business, or home telephone with a standard 12-key signalling system will be used to access the system. The conventional rotary dial telephone may be utilized only for dialing the access numbers, but an acoustically-coupled tone signalling device, in lieu of a TOUCHTONE telephone, must be employed in conjunction with the rotary dial telephone to enter the information requests. Acoustically-coupled tone signalling devices (with 12- or 16-key data entry device) are generally available from electronics supply houses at low costs or can be leased from your local telephone company.

Initially, you access the Voice Response System by dialing the system access number of 347-3222. This will be a toll free call when initiated in the greater Washington metropolitan area. Otherwise, it is a standard toll call into the 347 exchange area.

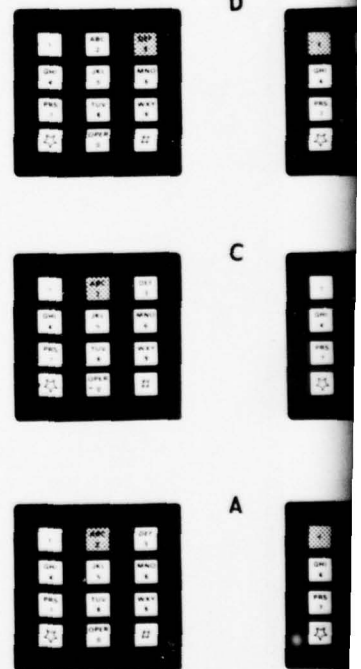
To communicate with the computer you must use the keypad in a way that the computer "understands."



Locations (weather reporting stations and airports) are uniquely identified by three-letter combinations and you enter these three letter identifiers to delineate a single location or a series of locations (e.g., a proposed flightpath) for which you desire to know the weather.

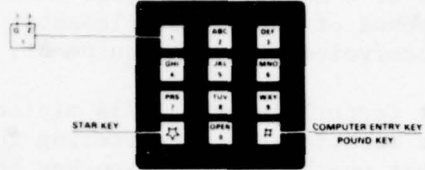
The keypad does not have enough keys for the entry of an alphabetic character (letter) by a single keystroke. But it is possible to obtain an unambiguous entry by depressing two keys in sequence on which that letter appears and another key to indicate which of the three letters, 1st, 2nd, or 3rd. The numeral "1" key indicates the 1st letter, the numeral "2" key indicates the 2nd letter, and the numeral "3" key indicates the 3rd. Thus, the letter B is signalled by depressing the key on which "B" appears (the number "2" key) and the numeral "2" key (2nd letter in the group ABC).

The letter C is signalled by depressing the key on which "C" appears and the numeral "3" key (3rd letter in group ABC). For example, DC-3 is signalled as D-1, C-3, A-1, as shown below.



pad does not have enough keys to allow of an alphabetic character (letter) with a keystroke. But it is possible to make an ambiguous entry by depressing two keys. You enter a particular letter by depressing the key which that letter appears and another key to which of the three letters, 1st, 2nd, or 3rd, numeral "1" key indicates the 1st letter, numeral "2" key indicates the 2nd, and the numeral "3" key indicates the 3rd. Thus the letter Q is entered by depressing the key on which B (the number "2" key) and then the "2" key (2nd letter in the group, ABC).

er C is signalled by depressing the key on which "C" appears and the numeral "3" key (3rd letter in the group ABC). For example, DCA is entered D-3, A-1, as shown below.



As shown above, the letters Q and Z and the blank character are assigned to the numeral "1" key. Q is 1-1, 'blank' is 1-2, and Z is 1-3. Each of the twenty-six letters of the alphabet can be entered in this fashion (two keystrokes) and no confusion will result. The 'blank' is not used.

But it does not suffice just to be able to communicate a string of letters of the alphabet to the computer. You must be able to tell the computer what you want done with the information you have provided. At the lower right-hand corner of the keypad, there is a key imprinted with a "#" symbol. We call this the 'computer entry' key or, for conciseness, the 'pound' key. Since this key is not used to transmit letters or numbers, it creates no confusion to employ it as a control key to signal an action or a request. Used in conjunction with other keys, a number of different actions can be signalled. Other control functions will be explained later.

Some location identifiers use both letter and numerals. For these entries, it is necessary to utilize two keystrokes for each letter or numeral. The context of the pilot-computer dialogue will often preclude ambiguities and permit simpler data entry. Numbers can be entered unambiguously by depressing the 'OPER' key and the appropriate numeral key. The 'OPER' key is the key representing the numeral '0' (or zero) so that entry of the numeral '0' involves two actuations of the 'OPER' key. The numeral '5' is communicated by depressing 'OPER' and '5' (as shown below) and the other numerals are similarly communicated.

The procedure described is used only for entering numbers in three-letter location identifiers with mixed letters and numbers. For all other numeric entries, single keystrokes for numbers are required. For example, if the computer 'voice' requests an altitude or a number of hours (from the present time), then the numeric entries for these fields may be made via a single keystroke for each digit of the entry.

You will seldom, if ever, be confused in practice and you will find that most of the numerical entries you need to make will require only a single key actuation per digit. In the uncommon case where you wish to enter an identifier such as 6B2 (Greenville, Maine), you will probably experience no difficulty in recognizing that the keystroke sequence should be 0-6, B-2, 0-2.

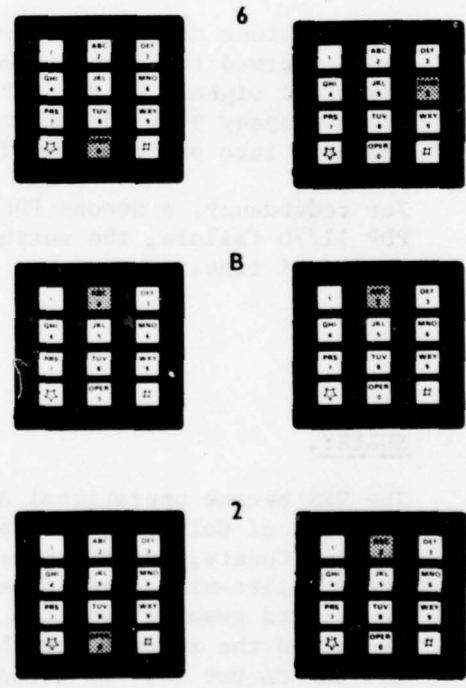
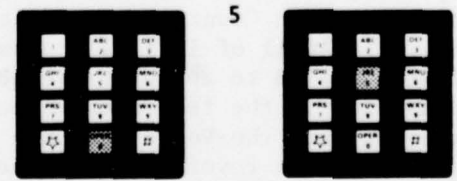
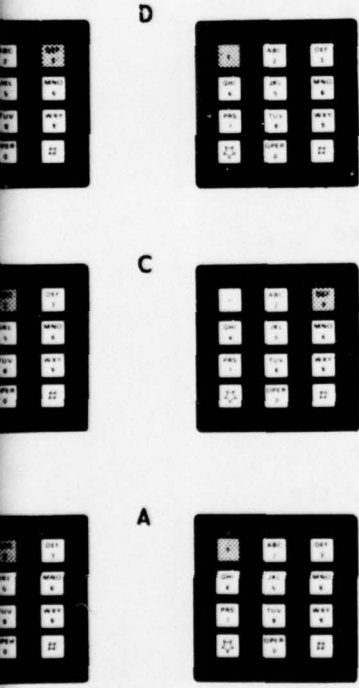


FIGURE 1. VRS BROCHURE

The computer must be able to recognize the end of an entry (i.e., a string of alphabetic, numeric or mixed characters) and the request that it respond. The computer entry key ('#' or 'pound' key) is depressed twice to provide the end-of-entry signal immediately following each and every field. Thus, to request weather data for Martinsburg, W. Va. (and vicinity), you generate the keystroke sequence 'M-1', 'R-2', 'B-2', '#', '#'.

The computer will 'read back' each item entered so that you may verify the correctness of your entry. The phonetic alphabet will generally be used so that the identifier MIV will be read back as "MIKE" "INDIA" "VICTOR"; CHO will be read back as "CHARLIE" "HOTEL" "OSCAR". For some locations, the actual name of the airport will be read back to determine the mode of response preferred by pilots. For example, DCA (Washington National Airport) will be read back as "Washington National."

CONTROL FUNCTIONS:

The use of the '#' (pound) key was discussed previously. The '*' (STAR) key is used to stop the computer response. While in the response mode, if you wish to interrupt the computer voice response, simply depress the '*' key. You can halt the voice response until you are ready to proceed. After stopping the response, you may then order a resumption of voice response, a repeat, a jump ahead (skip), or a begin over, by selecting the appropriate keystroke sequence shown below. Notice that the enter command '#'- '#' is not required after the control functions containing the '*' (STAR) keystroke.

ENTER	#	#	REPEAT	*	7
YES (Y)	9	#	JUMP AHEAD	*	8
NO (N)	6	#	DELETE	*	3
STOP	*		BEGIN OVER	*	2
GO	*	4			

Notice that "YES" or "NO" only requires three keystrokes "Y" '#' or "N" '#' '#'.

AN EXAMPLE OF A TYPICAL VRS DIALOGUE:

Now that we have explained the procedures necessary to obtain access to the weather briefing, let's follow a pilot through a typical briefing.

Initially, you access the Voice Response System by dialing or keying the following telephone number--347-3222.

PILOT - pilot dials 347-3222
 SYSTEM - "HELLO", "Current Greenwich Time is XXXX."
 SYSTEM - "Enter Location Identifier."
 PILOT - (Desired location - PIT) P-1; I-3; T-1; ##
 SYSTEM - "PAPA", "INDIA", "TANGO"
 "ENTER NEXT LOCATION"
 PILOT - (Desired location - ILG) I-3; L-3; G-1; ##
 SYSTEM - "INDIA", "LIMA", "GOLF"
 "ENTER NEXT LOCATION"
 PILOT - (If no additional entries, enter ##)
 SYSTEM - "Do you want hourly surface observations? Answer yes or no."
 PILOT - Y; ##
 SYSTEM - reads hourly for PIT, ILG, etc.
 SYSTEM - "Do you want terminal forecasts? Answer yes or no"
 PILOT - Y; ##
 SYSTEM - reads forecasts for PIT and ILG
 SYSTEM - "Do you want forecast winds aloft? Answer yes or no."
 PILOT - Y; ##
 SYSTEM - "How many hours from now? The maximum is 30."
 PILOT - 6; ##
 SYSTEM - "six"
 SYSTEM - "At what altitude?"
 PILOT - 85; (or 8500; , no matter) ##
 SYSTEM - "eight five"
 SYSTEM - reads winds aloft at requested altitude, +4000 feet and -4000 feet for each location.
 SYSTEM - "Do you want more information? Answer yes or no."
 PILOT - Y; ##
 SYSTEM - "Enter location identifier, etc."

DATA NOT AVAILABLE:

When data are not available, one of the following will occur:

1. Wrong Identifier: If a three-character identifier is made (e.g., ABC), the back characters as entered. However, report requested is to be read out say "ALPHA-BRAVO-CHARLIE" location identifier.
2. No Report for a Given Location: If a valid identifier is a valid one but not a report for the type of report requested, the VRS will say "ALPHA-BRAVO-CHARLIE ... is not an Observation Station" or "... is not a forecast location."
3. Noncurrent Data: If the location identifier is a valid one but the current data available, the VRS will say "SIERRA-BRAVO-YANKEE ... is not available" for report type requested.

NOTE: 1. HOURLY OBSERVATIONS: The latest available observation is provided that the observation is 24 hours old. Special observations will be provided to last hourly.

2. In this experiment, weather observations for continental United States are contained at the base.

3. Minimum altitude for winds aloft is approximately 2,000 feet terrain level.

4. The system has several functions which limit the amount of information an individual can use the system. These functions have been incorporated to preclude an individual from tying up the phone lines for an extended period.

DATA NOT AVAILABLE:

When data are not available, one of the following will occur:

1. **Wrong Identifier:** If a three-character entry which does not constitute a valid location identifier is made (e.g., ABC), the VRS will read back the characters as entered. However, when the report requested is to be read out, the VRS will say "ALPHA-BRAVO-CHARLIE...is not a location identifier."
2. **No Report for a Given Location:** If the location identifier is a valid one but not a reporting station for the type of report requested, the VRS will say "ALPHA-BRAVO-CHARLIE ... is not an Hourly Observation Station" or "... is not a terminal forecast location."
3. **Noncurrent Data:** If the location identifier is a valid one but the current data are not available, the VRS will say (e.g., SBY), "SIERRA-BRAVO-YANKEE ... report not available" for report type requested.

NOTE: 1. **HOURLY OBSERVATIONS:** Only the latest available observation will be given provided that the observation is not more than 2 hours old. Special observations will be appended to last hourly.

2. In this experiment all reporting stations for weather observations within the continental United States are contained in the data base.

3. Minimum altitude for forecasted winds aloft is approximately 2,000 feet above terrain level.

4. The system has some time-out functions which limit the amount of time an individual can use the system. This feature has been incorporated to preclude an individual from tying up the phone lines for an extended period.

HOURS OF OPERATION:

The VRS will operate from 6:00 A.M. until 8:00 P.M. daily. Pilots can access the system by calling 347-3222. This number is a local call within the Washington, D.C. exchange area. Please keep in mind that this system is experimental. There may be periods when system outages occur. During these periods, a message will be placed on the phone lines to notify pilots that the system is inoperative.

This brochure has been mailed to nearly 10,000 registered pilots in Washington, D.C. and the surrounding counties of Virginia and Maryland. This service is tailored for your needs and we request your participation in its evaluation and improvement.

If you did not receive a personal copy of this brochure or if you have any questions, please send a stamped self-addressed envelope to:

VRS
DOT/FAA/NAFEC
ANA-250
Atlantic City, N.J. 08405

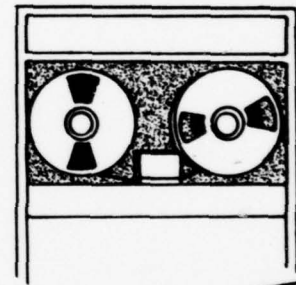
We sincerely encourage your participation in this experiment. Thank you very much for your cooperation.



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
National Aviation Facilities Experimental Center
Atlantic City, New Jersey



**Flight Service Station
Automation
and**



the
Pilot
Self
Briefing

FIGURE 1. VRS BROCHURE (Continued)

DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

WASHINGTON, D.C. 20590



April 1978

TO: All Computer Generated Voice Users

SUBJECT: Voice Response System (VRS) Demonstration

The Federal Aviation Administration (FAA) has developed an automated weather data dissemination system which allows a pilot to obtain a limited weather briefing without the aid of a flight service specialist. This system, which is called the "Voice Response System (VRS)," has been tested, in a controlled environment, by FAA personnel. The FAA is now ready to test the system in a "live" environment. This test is scheduled to begin on or about April 1, 1978, and will be conducted over a period of 4 months.

The purpose of VRS is to provide pertinent meteorological information to the pilot, while still at home or office, through the use of a push-button telephone. The material presented in the VRS is current weather data as reported at the time of access. The demonstration system will provide three preflight weather products: hourly surface observations, terminal forecasts, and forecast winds aloft. These products are intended to be used for early flight planning purposes. Since the system does not contain all the recommended weather and flight data products required for a complete preflight briefing, its use is not intended to completely replace a Flight Service Station specialist briefing. Further development of the VRS concept is underway to expand the capabilities of the system.

The enclosed brochure contains instructions on how to use and operate the system. Pilots can access the system by calling 347-3222. This number is a local call within the Washington, D.C., exchange area. VRS operation will be available through July 1978, from 6:00 a.m. until 8:00 p.m. daily. Since the system is experimental and not equipped for extended or redundant operation, some system outages will occur. During these periods, a message will be placed on the phone lines to notify pilots the VRS is not operating. It is important to note that use of the VRS requires a push-button telephone. Rotary dial phones can only be used in conjunction with an auxiliary push-button pad. These adaptive pads can be leased from your local telephone company or purchased from numerous telephone equipment or electronic supply outlets.


(over)

FIGURE 2. COVER LETTER TO VRS BROCHURE

Pilot participation in this demonstration is encouraged. The FAA is currently finalizing an activity to obtain pilot reaction and comments regarding operational use of the VRS during the demonstration. Further information concerning this aspect of the demonstration will be disseminated during May 1978.

Once again, we urge you to help us evaluate this new concept. Your assistance is welcomed and appreciated by FAA.

Sincerely,



DAVID J. SHEITEL
Director, Systems Research
and Development Service

Enclosure

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION VOICE RESPONSE SYSTEM (VRS) SURVEY																																																																							
This report is authorized by the Federal Aviation Act, Section 303 and 311. While you are not required to respond, your cooperation is needed to make the results of this survey comprehensive, accurate, and timely.																																																																							
1. What license/rating do you hold? 1 <input type="checkbox"/> Student 2 <input type="checkbox"/> Private, VFR 3 <input type="checkbox"/> Private, IFR 4 <input type="checkbox"/> Commercial, VFR 5 <input type="checkbox"/> Commercial, IFR 6 <input type="checkbox"/> Airline Transport			2. a. Total flying time _____ Hours. b. No. of hours during the past 12 months _____																																																																				
4. Have you used the VRS? (1) <input type="checkbox"/> Yes? If yes, estimated No. of times _____ (2) <input type="checkbox"/> No. No touchtone phone available (3) <input type="checkbox"/> No. Please explain in block 12 below If NO, please return - your cooperation is appreciated.			3. Your city and/or county of residence: _____ 5. Where do you normally get your weather briefing? 1 <input type="checkbox"/> Flight Service Station 2 <input type="checkbox"/> National Weather Service 3 <input type="checkbox"/> Other (Specify): _____																																																																				
6. Place a check mark in the column which best describes the extent to which you agree with each of the following statements as they apply to your general use of the VRS.																																																																							
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The information was sufficient to make a decision to go to the airport.</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>c. The speech rate was too fast.</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>d. The information provides a clear mental picture of the weather.</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>e. Not enough information was provided.</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>f. 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7. Did the briefing received from the VRS make it unnecessary for you to call the Flight Service Station (FSS) for weather information? a. Pre-flight (1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No (3) <input type="checkbox"/> Uncertain b. In-flight (1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No (3) <input type="checkbox"/> Uncertain			8. If you still had to call the FSS for weather information, did the VRS briefing reduce the time on the line with the FSS? a. Pre-flight (1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No % Time Reduced _____ b. In-flight (1) <input type="checkbox"/> Yes (2) <input type="checkbox"/> No % Time Reduced _____																																																																				
9. Of the two readback methods for location identifiers, which do you prefer? (1) <input type="checkbox"/> Phonetics PIT (Papa, India, Tango) (2) <input type="checkbox"/> Spoken name PIT (Pittsburgh)																																																																							
10. Based on your experience with the VRS, would you use it if implemented permanently? 1 <input type="checkbox"/> For a complete weather briefing 2 <input type="checkbox"/> For an overview of the weather conditions 3 <input type="checkbox"/> For an update after a briefing from another source 4 <input type="checkbox"/> Not at all (Why)? (Explain in block 12)			11. Suitability of the VRS for wide spread public use. 1 <input type="checkbox"/> Suitable, as is 2 <input type="checkbox"/> Suitable, minor changes desirable 3 <input type="checkbox"/> Marginally suitable, major changes necessary 4 <input type="checkbox"/> Unsuitable																																																																				
12. If there are any comments or suggestions you would like to make regarding the VRS, please record them here. _____ _____ _____ _____ _____																																																																							
Thank You																																																																							

FIGURE 3. VRS QUESTIONNAIRE

questionnaire is shown in figure 4. Subsequent followup letters to nonrespondents are shown in appendix A. A copy of the letter mailed to all pilots not selected for the VRS survey is shown in appendix A.

Table 1 summarizes the VRS test procedures and time periods. The summary of the questionnaire returns by individual mailing and pilot license category is shown in table 2.

VRS QUESTIONNAIRE.

The VRS questionnaire uses the Likert technique (reference 1). The Likert-type questionnaire consists of statements which are presented to the subject with instructions that he is to indicate his level of agreement or disagreement to each statement. The subject does so by marking one of five or seven places on a vertical scale ranging from "strongly or completely agree" to "strongly or completely disagree." The agree/disagree version of the Likert-type scale has undergone a number of years of research since it was first published by Rensis Likert in the early 30's. It has been used extensively in attitude research. The Likert-type scale was used in the New York City PATWAS questionnaire with good results (reference 2).

The VRS questionnaire contains some items that are stated in the positive form and others in the negative. It is in accord with the best current design practice to vary the dimensionality of the "favorable" or approve response category. As stated by experimental psychologist, Dr. Richard Sulzer of NAFEC:

"A well constructed questionnaire or self-report scale should contain safeguards against common sources of error, such as the "halo effect" (the tendency to be unduly influenced by a single or overall favorable aspect when rating separate dimensions).

"If the system being evaluated is viewed positively, and the first several items call for a "highly approve" rating, there is a tendency for later items to be rated in the same way "highly approve" or "strongly agree that it is good," despite the fact that on one or more of these later items, there might be a tendency toward less actual agreement or approval.

"In the VRS questionnaire, we are seeking independent ratings on various factors. It is quite reasonable to assume that some aspects of the system are actually better than others. Some warrant, no doubt, universal approval; others may be capable of improvement. We want the respondents to read and respond to each item independent of the previous item or of any overall (halo) attitude that applies to the VRS system."

SAMPLE SIZE.

Using computer-generated random numbers, a random sample of 1,778 names by license category was drawn from the respondent universe of approximately 8,800 pilots. A smaller permissible error of estimation was established for private and commercial pilots, since they represent the critical user group.

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

WASHINGTON, D.C. 20590

Form Approved
OMB No. 04-S78010
Use Expires September 1978



July 1978

TO: All Computer Generated Voice Users

SUBJECT: Voice Response System (VRS) Survey

The Federal Aviation Administration is engaged in an operational demonstration of a Computer Generated Voice Response System. You have been selected from a random sample to participate in a pilot survey regarding the feasibility of the concept.

The VRS is one of the few projects where you may actually "see" the benefits derived from automation. Since you will access the system directly, your needs must be satisfied and the system should be configured (as much as possible) to be acceptable to you. We need the benefit of your experience through informed criticism and comments to improve the system design and performance. This system will serve a wide range of users with different experience levels, equipment, requirements, etc., so we must determine the format and information content that best serve all users in terms of safety, efficiency and economy.

As a participant in this demonstration, we are asking you to voluntarily complete the enclosed FAA Form NA-6490-1, Voice Response System Survey. This form is a postage-paid, self-addressed mailer. Please leave your address label on the survey such that we can accurately determine the sample response. After you have completed all the items, fold at the fold marks, tape it closed and drop it in any United States mailbox. Since we do have a time limit on this survey, we would appreciate its return within fourteen (14) days.

Your assistance is welcomed and appreciated by the Federal Aviation Administration.

Sincerely,

A handwritten signature in cursive script that reads "David J. Sheftel".

DAVID J. SHEFTEL
Director, Systems Research
and Development Service

Enclosure

FIGURE 4. COVER LETTER TO VRS QUESTIONNAIRE

TABLE 1. VRS TEST PROCEDURES AND TIME PERIOD

Time Period		Test Procedure
Starting	Ending	
Prior to	April 1978	Planning and Design
March 15, 1978	-	Distribution of Announcements of Test and Descriptive Material
April 1, 1978	-	Equipment Operational
July 21, 1978	July 23, 1978	Initial Distribution of Questionnaire
August 11, 1978	August 12, 1978	First Followup Mailing of Questionnaire
August 31, 1978	September 1, 1978	Second Followup Mailing of Questionnaire
September 18, 1978	September 29, 1978	Telephone Contacts with Random Sample of Nonrespondents

TABLE 2. SUMMARY OF QUESTIONNAIRE RETURNS

INITIAL MAILING (7/21/78)

Pilot Rating	Questionnaires Mailed	Questionnaires Not Delivered	Questionnaires Returned	Percentage Of Returns (based on questionnaires mailed)	Percentage Of Returns (based on questionnaires delivered)
Student	190	10	22	11.58	12.22
Private	710	25	136	19.15	19.85
Commercial	704	34	112	15.91	16.72
ATR	174	4	30	17.24	17.65
Totals	1,778	73	300	16.87	17.60

FIRST FOLLOWUP (8/11/78)

Pilot Rating	Questionnaires Mailed	Questionnaires Not Delivered	Questionnaires Returned	Percentage Of Returns (based on questionnaires mailed)	Percentage Of Returns (based on questionnaires delivered)
Student	158	3	23	14.56	14.84
Private	549	8	110	20.04	20.33
Commercial	558	16	107	19.18	19.74
ATR	140	0	23	16.43	16.43
Total	1,405	27	263	18.72	19.09

TABLE 2. SUMMARY OF QUESTIONNAIRE RETURNS (Continued)

SECOND FOLLOWUP (8/31/78)

Pilot Rating	Questionnaires Mailed	Questionnaires Not Delivered	Questionnaires Returned	Percentage Returns (based on questionnaires mailed)	Percentage Returns (based on questionnaires delivered)
Student	132	1	11	8.33	8.40
Private	431	6	53	12.30	12.47
Commercial	435	15	59	13.56	14.05
ATR	117	1	15	12.82	12.93
Totals	1,115	23	138	12.38	12.64

SUMMARY

Potential Respondents	Questionnaires Returned	Percentage of Returns
1,778	701	39.43

THIRD FOLLOWUP

(Telephone Contact With Random Sample of Nonrespondents)

The third followup consisted of telephone calls to 600 nonrespondents who were randomly selected. Of those called, 212 were contacted. The majority of those reached had not responded because they had either stopped flying, had not flown recently, or did not have access to a touch-tone telephone.

For airline transport rating (ATR) pilots, a less stringent permissible error was justified on the basis that these pilots, for the most part, use other sources to obtain weather information and thus do not represent a critical user group. Similarly, a 10-percent permissible error was allowed for student pilots on the basis that the student pilot is not yet fully capable of making autonomous decisions regarding the weather. The sample size was determined by the formula

$$n = \frac{N}{1 + Ne^2} \quad \text{as follows:}$$

<u>License</u>	<u>Permissible Error</u> (%)	<u>Sample</u>
Student	10	95
Private	5	355
Commercial	5	352
<u>ATR</u>	10	<u>87</u>
Total		889

Since it was estimated that more than 50 percent of the potential respondents did not have immediate access to a touchtone telephone, it was necessary to double the calculated sample size to a total of 1,778. Final sample size of license pilot categories was established as follows:

<u>License</u>	<u>Sample</u>
Student	190
Private	710
Commercial	704
<u>ATR</u>	<u>174</u>
Total	1,778

The sample was not constrained by county of residence, since the process of randomization would ensure a representative sample by county.

DERIVATION OF FORMULA FOR DETERMINING SAMPLE SIZE.

The derivation of the formula,

$$n = \frac{N}{1 + Ne^2}$$

appears in "Statistics" by Taro Yamane, 2nd edition, as follows:
 For a large n where the normal approximation is applicable, the 95-percent confidence interval is

$$p - 1.96\sigma_p < \pi < p + 1.96\sigma_p \quad (1)$$

where σ_p is

$$\sigma_p = \sqrt{\frac{\pi(1-\pi)}{n}}$$

Equation (1) may be rewritten as

$$-1.96\sigma_p < p - \pi < 1.96\sigma_p \quad (2)$$

Using the notation $e = p - \pi$, equation (2) can be rewritten as

$$-1.96\sigma_p < e < 1.96\sigma_p$$

Considering the upper tail, we can set

$$e = 1.96\sigma_p \quad (3)$$

By squaring both sides we obtain

$$e^2 = (1.96)^2 \frac{\pi(1-\pi)}{n} \quad (4)$$

If we include the finite population correction we get

$$e^2 = (1.96)^2 \frac{\pi(1-\pi)}{n} \cdot \frac{N-n}{N} \quad (5)$$

Solving this equation for n we obtain

$$n = \frac{(1.96)^2 \pi(1-\pi)N}{(1.96)^2 \pi(1-\pi) + Ne^2}$$

Since π is usually unknown, formula (5) is changed as follows

$$n = \frac{(1.96)^2 N}{(1.96)^2 + \frac{Ne^2}{\pi(1-\pi)}} \quad (6)$$

If we set $\pi = 1/2$, we know that the sample size will in general be larger than necessary. Substituting $\pi = 1/2$ into (5) we get

$$n = \frac{(1.96)^2(0.5)^2N}{(1.96)^2(0.5)^2 + Ne^2} \quad (7)$$

As further simplification, Yamane uses 2 normal deviates instead of 1.96 normal deviates. Yamane points out that when 2 is used instead of 1.96, a larger sample will be obtained, and the confidence coefficient becomes larger. Then 2 normal deviates will provide a 95.44-percent confidence interval instead of a 95-percent confidence interval. It should be noted, however, that this slight difference will have no significant effect in practical applications. Thus, if we substitute 2 into equation (7) we get

$$\begin{aligned} n &= \frac{(2)^2(0.5)^2N}{(2)^2(0.5)^2 + Ne^2} \\ &= \frac{N}{1 + Ne^2} \end{aligned} \quad (8)$$

A tabulation of this formula was compiled by the Bureau of Research, New York State Division of Housing and Community Renewal, "A Method for Employing Sampling Techniques in Housing Surveys."

RESULTS AND INTERPRETATION

RESPONSES TO VRS QUESTIONNAIRE.

PERCENTAGE DISTRIBUTION OF RESPONSES TO QUESTION 6. Table 3 summarizes the percentage distribution of responses to each of the 10 items comprising question 6. The circled percentages represent the dominant responses to each of the 10 stimulus items. The number of respondents producing each of the percentages is shown in table 4. The percentage distribution of responses to question 6 are depicted graphically in figure 5.

PERCENT OF RESPONSES FAVORABLE TO VRS. As indicated in table 3, all of the dominant responses to question 6 are favorable to the VRS. As shown in figure 6, 82.72 percent of all responses to question 6 are favorable to the VRS.

This percentage is obtained by adding together the number of responses in the Agree and Strongly Agree columns for items 6a, 6b, 6d, 6g, and 6j plus the number of responses in the Disagree and Strongly Disagree columns for items 6c, 6e, 6f, 6h, and 6i and dividing the result by the total number of responses.

TABLE 3. RESPONSES TO QUESTION 6--PERCENTAGES

Statement	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree	Total
a The order in which the information was presented was satisfactory	0.44	1.77	2.43	69.76	25.61	100.00
b The information was sufficient to make a decision to go to the airport	0.44	6.42	6.42	59.73	26.99	100.00
c The speech rate was too fast	31.42	55.53	4.20	5.97	2.88	100.00
d The information provides a clear mental picture of the weather	0.89	9.56	16.00	64.44	9.11	100.00
e Not enough information was provided	8.20	51.00	19.29	18.63	2.88	100.00
f The VRS operating procedures were difficult	28.92	54.30	6.40	7.06	3.31	100.00
g The speech was intelligible	9.67	10.33	1.32	42.42	36.26	100.00
h The speech rhythm and intonation was unnatural	23.52	57.58	9.23	9.01	0.66	100.00
i The speech on the VRS was unpleasant	35.82	60.44	2.86	0.22	0.66	100.00
j The briefing was satisfactory	1.32	5.05	7.69	63.30	22.64	100.00
Total	14.08	31.21	7.57	34.03	13.11	100.00

Note: The circled percentages represent the dominant responses to each stimulus item.

TABLE 4. RESPONSES TO QUESTION 6--NUMBER OF RESPONDENTS

Statement	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree	Total
a The order in which the information was presented was satisfactory	2	8	11	316	116	453
b The information was sufficient to make a decision to go to the airport	2	29	29	270	122	452
c The speech rate was too fast	142	251	19	27	13	452
d The information provides a clear mental picture of the weather	4	43	72	290	41	450
e Not enough information was provided	37	230	87	84	13	451
f The VRS operating procedures were difficult	131	246	29	32	15	453
g The speech was intelligible	44	47	6	193	165	455
h The speech rhythm and intonation was unnatural	107	262	42	41	3	455
i The speech on the VRS was unpleasant	163	275	13	1	3	455
j The briefing was satisfactory	6	23	35	288	103	455
Total	638	1414	343	1542	594	4531

REACTIONS TO VRS STATEMENTS

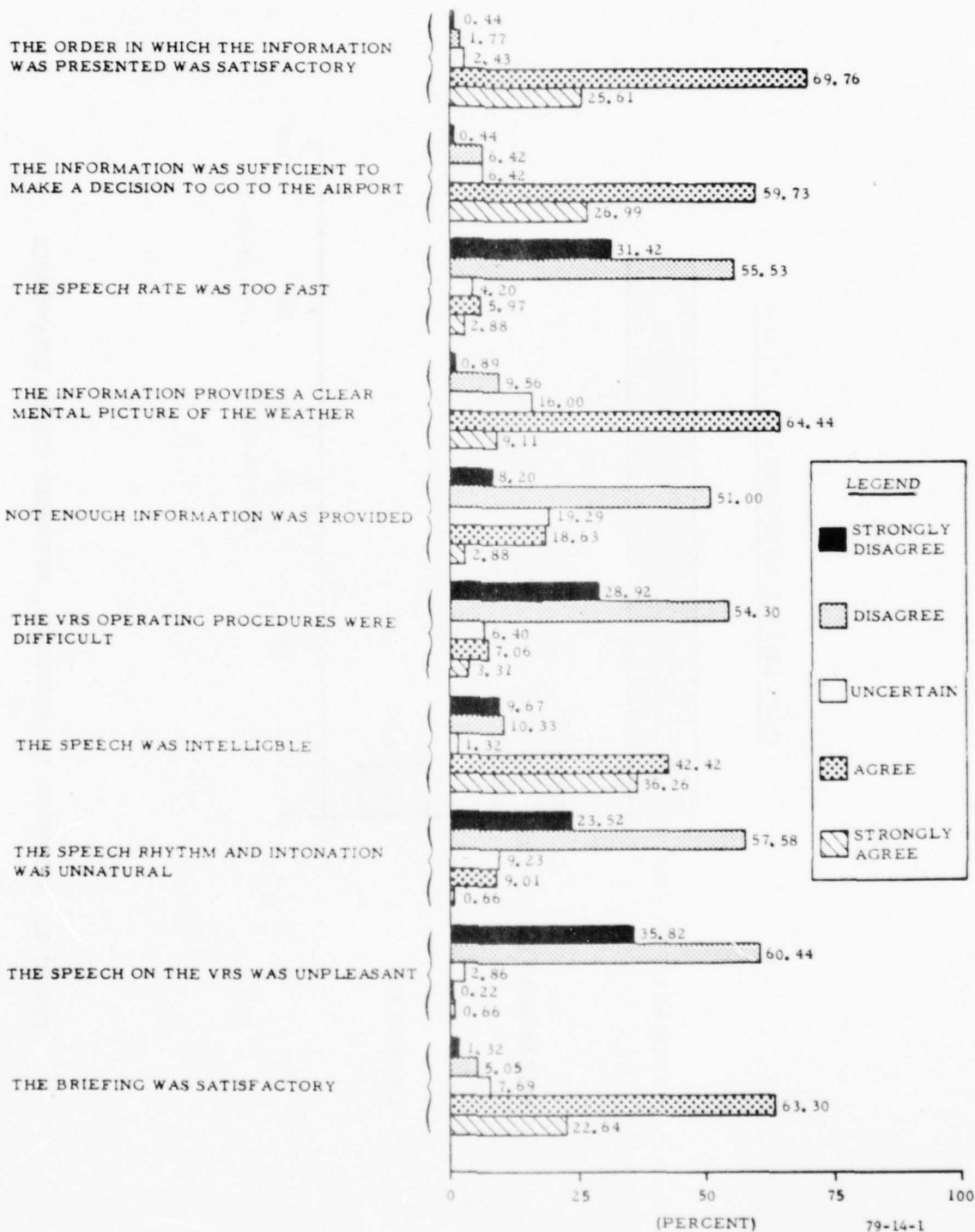


FIGURE 5. RESPONSES TO VRS STATEMENTS IN QUESTION 6

PERCENT OF RESPONSES TO ITEM 6

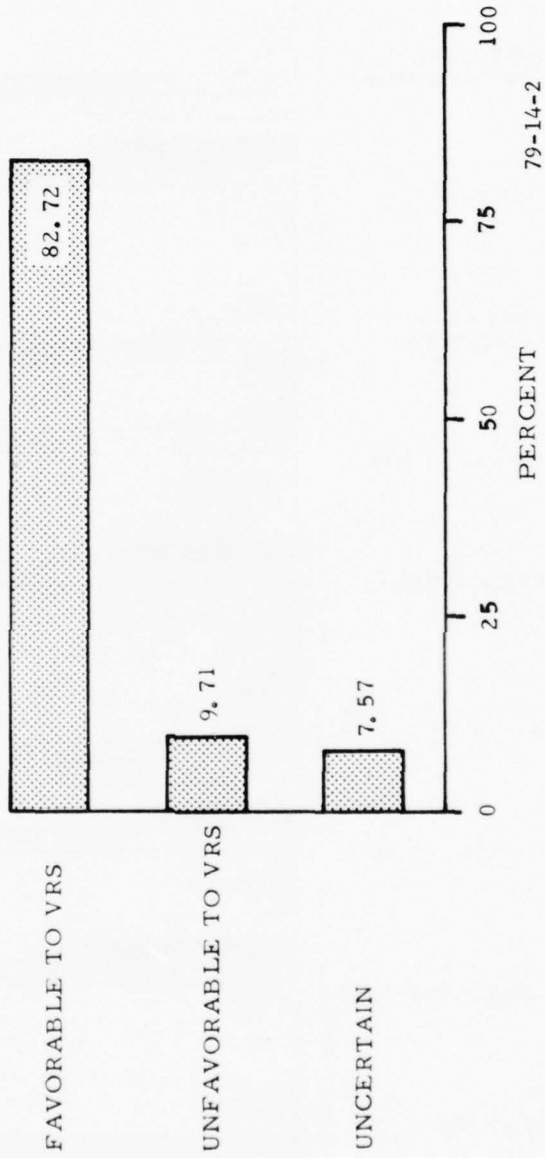


FIGURE 6. RESPONSES TO QUESTION 6, FAVORABLE VERSUS UNFAVORABLE

While all of the stimulus items in question 6 produced a favorable response to the VRS, the range of individual responses varied considerably. Item 6i, "The Speech on the VRS was unpleasant" produced the highest favorable response (Disagree 60.44% + Strongly Disagree 35.82% = 96.26%). Item 6e, "Not enough information was provided," produced the lowest favorable response (Disagree 51.00% + Strongly Disagree 8.20% = 59.20%). Figure 7 shows the percentage difference in favorability between each stimulus item in question 6. As shown in figure 6, 82.72 percent of all responses to question 6 were favorable to the VRS, 9.71 percent were unfavorable, and 7.57 percent were uncertain. It should be noted that while item 6g, "The Speech Was Intelligible," yielded a 78.68-percent favorable response, it produced the highest intense reaction-- "Strongly Agree" = 36.26 percent.

POPULATION CONSISTENCY. Tables 5 through 14 and figures 8 through 17 compare the responses to question 6 from three populations, which consist of respondents to the (1) initial mailing, (2) first followup, and (3) second followup group. The three separate populations, which covered a comparable sample of individuals in three separate mailings gave approximately the same results. A chi-square analysis showed that there is no statistically significant difference between the distribution of responses to question 6 from the three populations. All chi-square tests were conducted at the .05 level of significance. In all cases in which the three populations were compared, the null hypothesis (i.e., no significant difference) was accepted. A Kolmogorov-Smirnov test, using the formula

$$D = 1.36 \sqrt{\frac{n_1 + n_2}{n_1 n_2}}$$

confirmed this result. It should be noted that the greater the correspondence between the results from the different samples, the more confidence that can be placed in the findings. In addition, the finding that no statistically significant difference exists between the three mailings not only increases the reliability of the data but also shows that the data obtained from the three mailings can be combined.

SMALL EXPECTED VALUES.

The chi-square (χ^2) distribution is made under the assumption that the expected values are not too small. What constitutes an expected value that is too small is somewhat controversial and imprecise. It has been commonly stated in the literature that expected values should be greater than 5 for the chi-square test to be valid. Some writers, however, have expressed the opinion that this criterion is too stringent, and have suggested less conservative criteria.

A common procedure for overcoming this problem has been to combine categories with small expected values. However, as Everitt (reference 3) has pointed out, "Such a procedure may be criticized for several reasons. Firstly, a considerable amount of information may be lost by the combination of categories, and

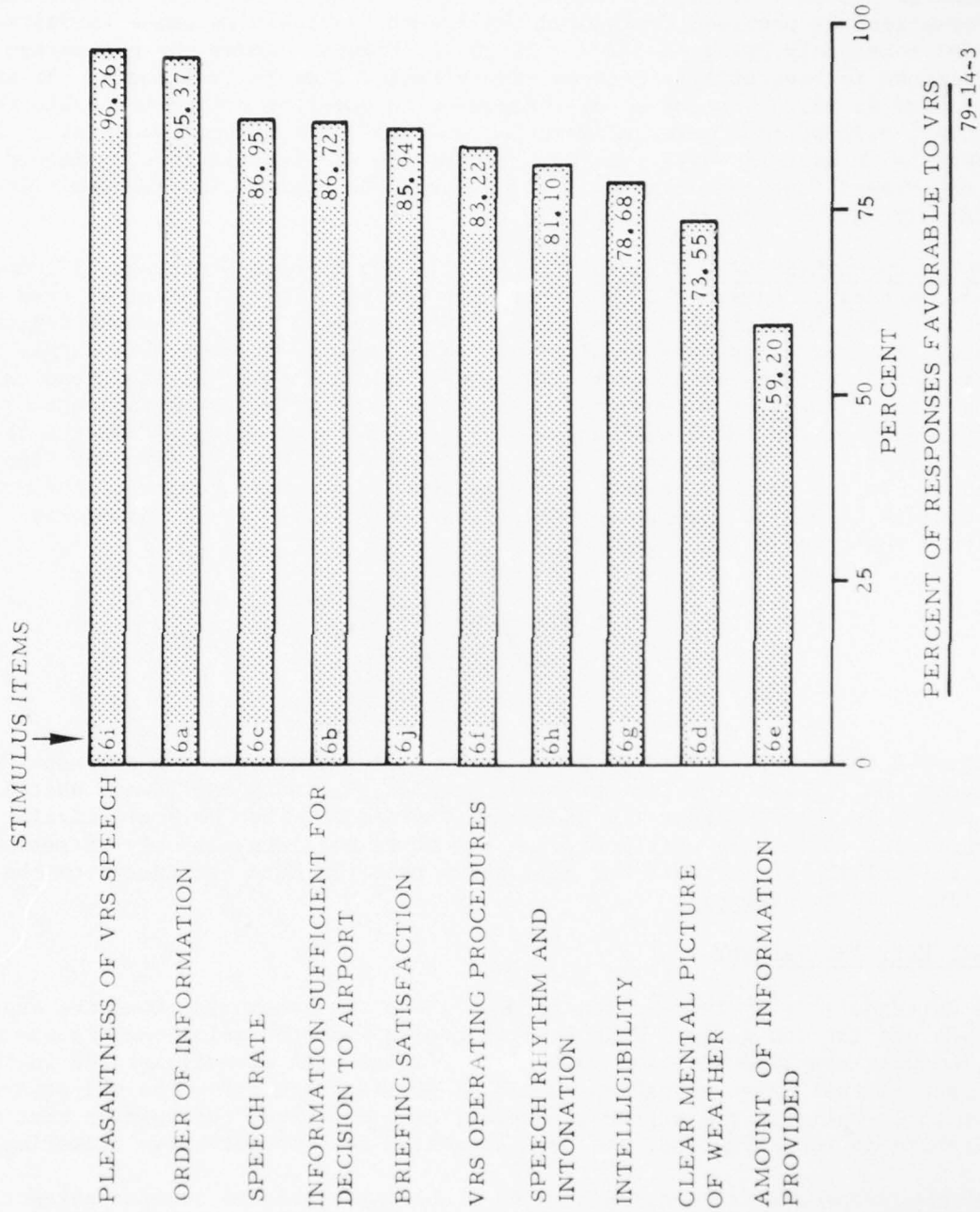


FIGURE 7. RANK ORDER OF FAVORABLE RESPONSES TO QUESTION 6

TABLE 5. RESPONSES TO QUESTION 6a

THE ORDER IN WHICH THE INFORMATION WAS PRESENTED WAS SATISFACTORY

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailing	1	0.47	4	1.87	4	1.87	154	71.96	51	23.83	214	100.00
First Followup	1	0.60	4	2.41	4	2.41	110	66.27	47	28.31	166	100.00
Second Followup	0	0	0	0	3	4.11	52	71.23	18	24.66	73	100.00
Total	2	0.44	8	1.77	11	2.43	316	69.76	116	25.61	453	100.00

TABLE 6. RESPONSES TO QUESTION 6b

THE INFORMATION WAS SUFFICIENT TO MAKE A DECISION TO GO TO THE AIRPORT

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailing	1	0.47	18	8.41	15	7.01	130	60.75	50	23.36	214	100.00
First Followup	1	0.61	10	6.06	11	6.67	94	56.97	49	29.70	165	100.00
Second Followup	0	0	1	1.37	3	4.11	46	63.01	23	31.51	73	100.00
Total	2	0.44	29	6.42	29	6.42	270	59.73	122	26.99	452	100.00

TABLE 7. RESPONSES TO QUESTION 6c

Questionnaire Returns	The Speech Rate Was Too Fast					
	Strongly Disagree N %	Disagree N %	Uncertain N %	Agree N %	Strongly Agree N %	Total N %
Initial Mailing	68 31.63	121 56.28	10 4.65	10 4.65	6 2.79	215 100.00
First Followup	49 29.52	94 56.63	6 3.61	13 7.83	4 2.41	166 100.00
Second Followup	25 35.21	36 50.70	3 4.23	4 5.63	3 4.23	71 100.00
Total	142 31.42	251 55.53	19 4.20	27 5.97	13 2.88	452 100.00

TABLE 8. RESPONSES TO QUESTION 6d

Questionnaire Returns	The Information Provides a Clear Mental Picture of the Weather					
	Strongly Disagree N %	Disagree N %	Uncertain N %	Agree N %	Strongly Agree N %	Total N %
Initial Mailing	2 0.93	23 10.75	44 20.56	129 60.28	16 7.48	214 100.00
First Followup	2 1.22	16 9.76	18 10.98	110 67.07	18 10.98	164 100.00
Second Followup	0 0	4 5.56	10 13.89	51 70.83	7 9.72	72 100.00
Total	4 0.89	43 9.56	72 16.00	290 64.44	41 9.11	450 100.00

TABLE 9. RESPONSES TO QUESTION 6e

Not Enough Information Was Provided

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailing	16	7.48	98	45.79	50	23.36	42	19.63	8	3.74	214	100.00
First Followup	15	9.15	97	59.15	26	15.85	24	14.63	2	1.22	164	100.00
Second Followup	6	8.22	35	47.95	11	15.07	18	24.66	3	4.11	73	100.00
Total	37	8.20	230	51.00	87	19.29	84	18.63	13	2.88	451	100.00

TABLE 10. RESPONSES TO QUESTION 6f

The VRS Operating Procedures Were Difficult

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailing	66	30.84	119	55.61	10	4.67	13	6.07	6	2.80	214	100.00
First Followup	51	30.54	83	49.70	14	8.38	13	7.78	6	3.59	167	100.00
Second Followup	14	19.44	44	61.11	5	6.94	6	8.33	3	4.17	72	100.00
Total	131	28.92	246	54.30	29	6.40	32	7.06	15	3.31	453	100.00

TABLE 11. RESPONSES TO QUESTION 6g

THE SPEECH WAS INTELLIGIBLE

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailing	26	12.04	26	12.04	4	1.85	83	38.43	77	35.65	216	100.00
First Followup	13	7.83	14	8.43	2	1.20	75	45.18	62	37.35	166	100.00
Second Followup	5	6.85	7	9.59	0	0	35	47.95	26	35.62	73	100.00
Total	44	9.67	47	10.33	6	1.32	193	42.42	165	36.26	455	100.00

TABLE 12. RESPONSES TO QUESTION 6h

THE SPEECH RHYTHM AND INTONATION WAS UNNATURAL

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailing	57	26.39	116	53.70	23	10.65	19	8.80	1	0.46	216	100.00
First Followup	32	19.28	105	63.25	15	9.04	13	7.83	1	0.60	166	100.00
Second Followup	18	24.66	41	56.16	4	5.48	9	12.33	1	1.37	73	100.00
Total	107	23.52	262	57.58	42	9.23	41	9.01	3	0.66	455	100.00

TABLE 13. RESPONSES TO QUESTION 6i

THE SPEECH ON THE VRS WAS UNPLEASANT

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailings	84	38.89	123	56.94	9	4.17	0	0	0	0	216	100.00
First Followup	56	33.73	106	63.86	2	1.20	0	0	2	1.20	166	100.00
Second Followup	23	31.51	46	63.01	2	2.74	1	1.37	1	1.37	73	100.00
Total	163	35.82	275	60.44	13	2.86	1	0.22	3	0.66	455	100.00

TABLE 14. RESPONSES TO QUESTION 6j

THE BRIEFING WAS SATISFACTORY

Questionnaire Returns	Strongly Disagree		Disagree		Uncertain		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Initial Mailings	4	1.86	12	5.58	18	8.37	134	62.33	47	21.86	215	100.00
First Followup	2	1.20	9	5.39	9	5.39	110	65.87	37	22.16	167	100.00
Second Followup	0	0	2	2.74	8	10.96	44	60.27	19	26.03	73	100.00
Total	6	1.32	23	5.05	35	7.69	288	63.30	103	22.64	455	100.00

THE ORDER IN WHICH THE INFORMATION WAS PRESENTED WAS SATISFACTORY

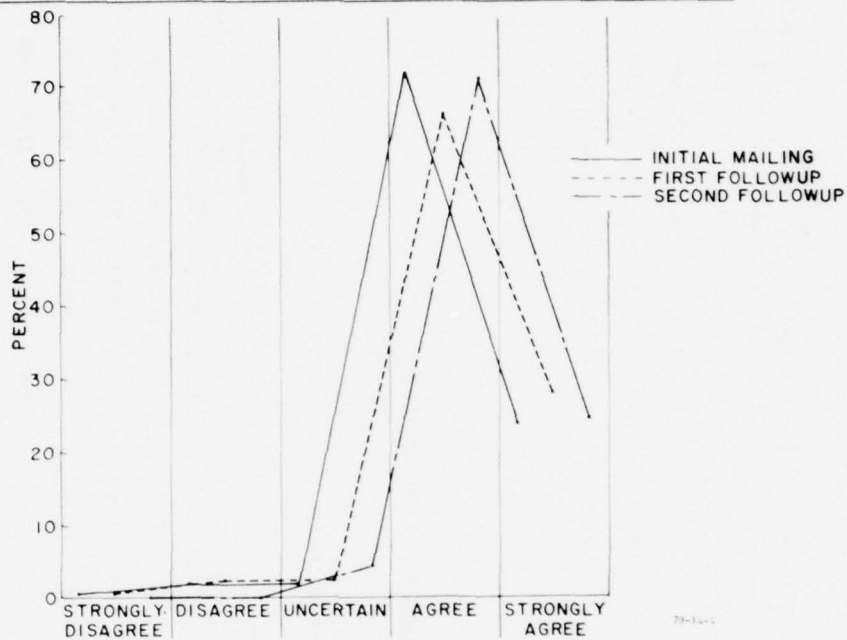


FIGURE 8. RESPONSES TO QUESTION 6a

THE INFORMATION WAS SUFFICIENT TO MAKE A DECISION TO GO TO THE AIRPORT

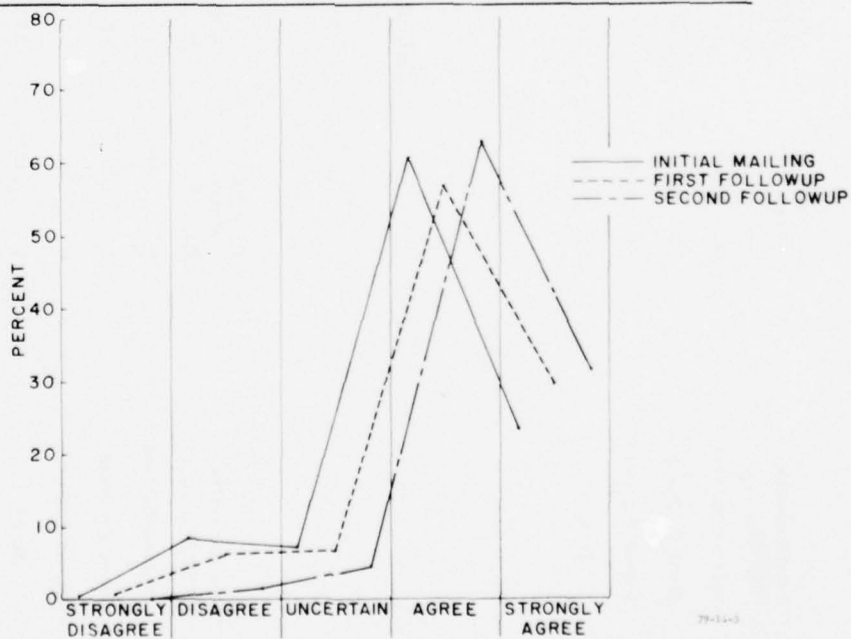


FIGURE 9. RESPONSES TO QUESTION 6b

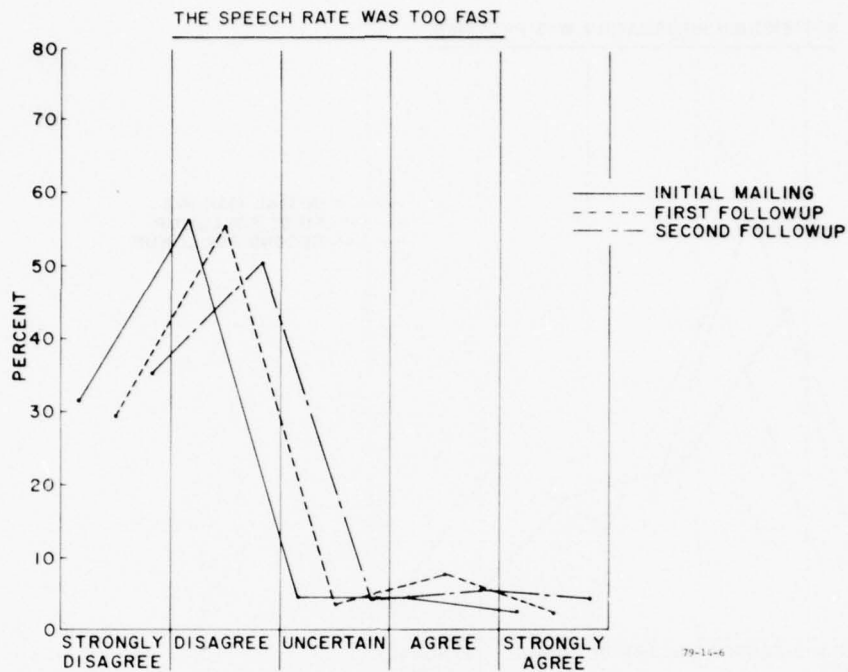


FIGURE 10. RESPONSES TO QUESTION 6c

THE INFORMATION PROVIDES A CLEAR MENTAL PICTURE OF THE WEATHER

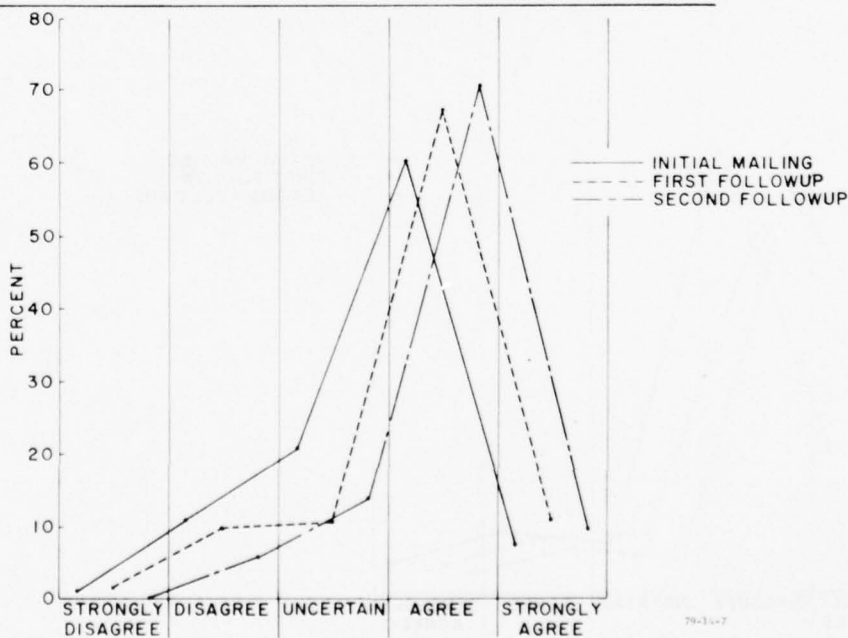


FIGURE 11. RESPONSES TO QUESTION 6d

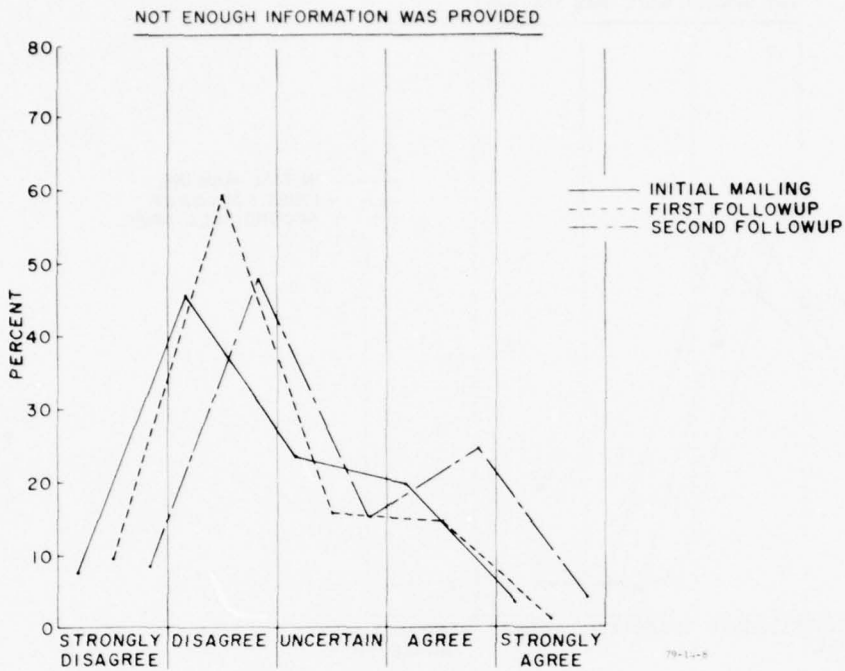


FIGURE 12. RESPONSES TO QUESTION 6e

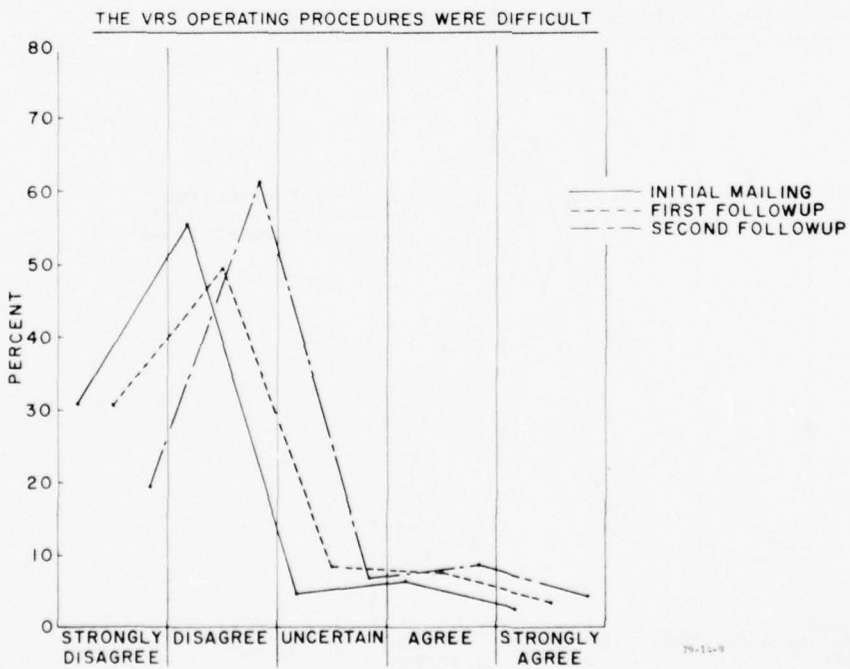


FIGURE 13. RESPONSES TO QUESTION 6f

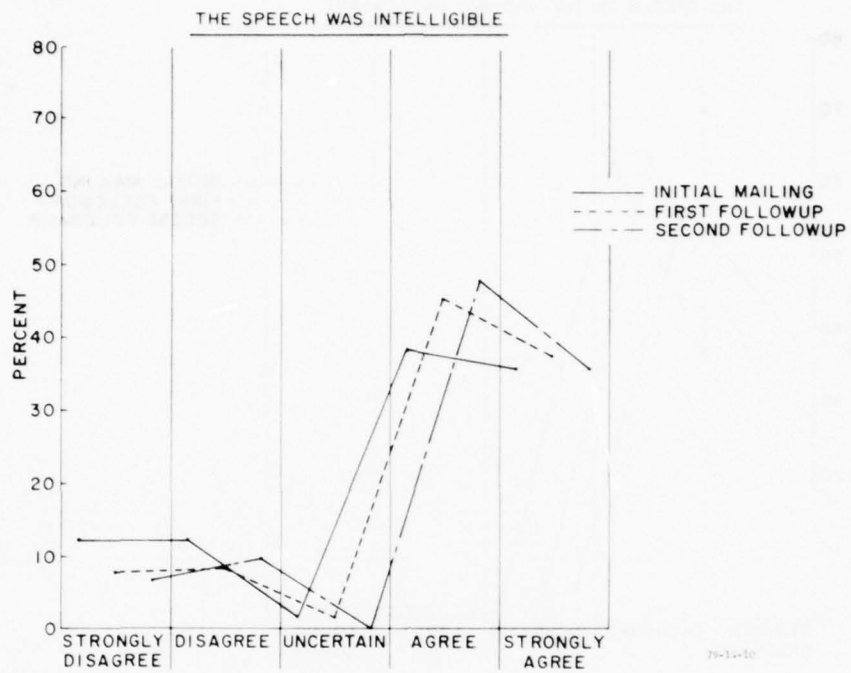


FIGURE 14. RESPONSES TO QUESTION 6g

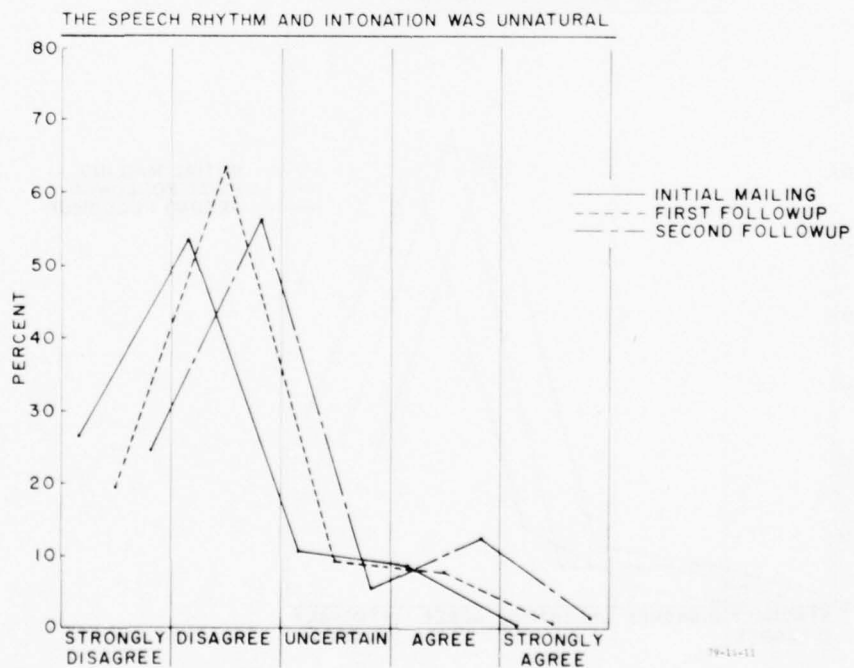


FIGURE 15. RESPONSES TO QUESTION 6h

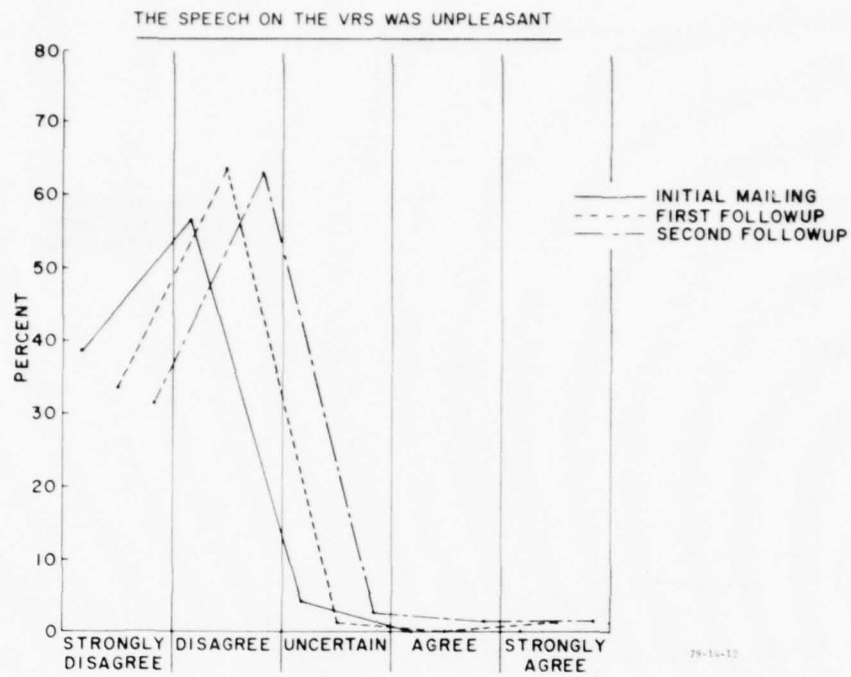


FIGURE 16. RESPONSES TO QUESTION 61

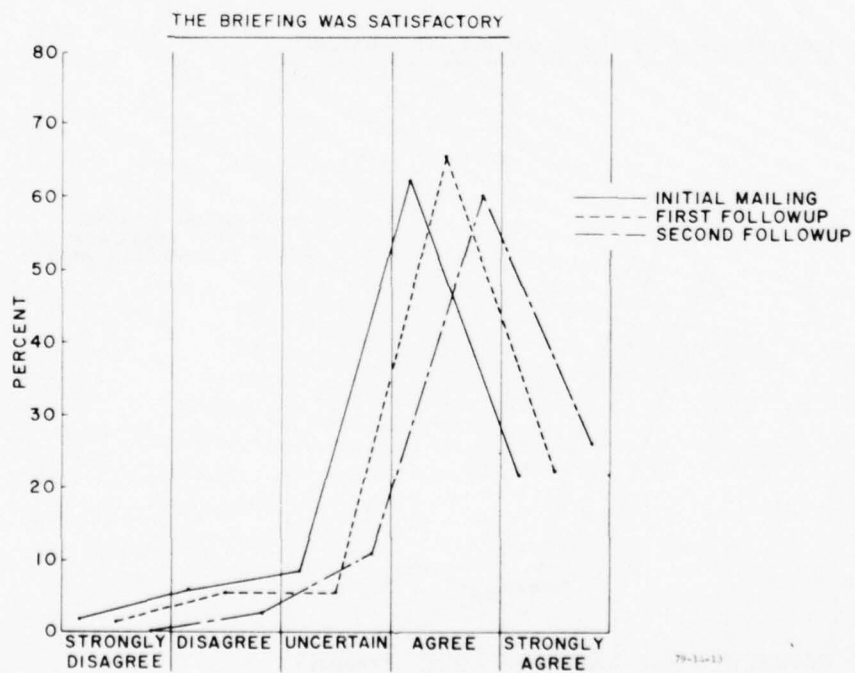


FIGURE 17. RESPONSES TO QUESTION 6j

this may detract greatly from the interest and usefulness of the study. Secondly, the randomness of the sample may be affected. The whole rationale for the chi-square test rests on the randomness of the sample and that the categories into which the observations may fall are chosen in advance. Pooling categories after the data are seen may affect the random nature of the sample, with unknown consequences. Lastly, the manner in which categories are pooled can have an important effect on the inferences drawn. The practice of combining classification categories should therefore be avoided if at all possible." In light of the above, small expected values were not combined. Instead, those classification categories that contained none or only a few responses were eliminated. A chi-square test was then made based on the categories containing the preponderance of responses.

NECESSITY FOR CONTACTING FSS AFTER VRS BRIEFING.

Tables 15 and 16 and figures 18 and 19 compare the responses obtained from the three mailings to question 7, "Did the briefing received from the VRS make it unnecessary for you to call the Flight Service Station (FSS) for weather information?" The question elicited a response for both a preflight and in-flight status. The three mailings, which covered a comparable sample of individuals, gave approximately the same results. A chi-square analysis shows that there is no statistically significant difference between the distribution of responses from the three populations.

Preflight	$\frac{\chi^2}{5.21}$
In-Flight	5.17

At the .05 level of significance, with four degrees of freedom, the null hypothesis is accepted; i.e., no significant difference.

Table 17 and figure 20 show that for preflight planning, 56.28 percent of the respondents answered "yes" to question 7, "Did the briefing received from the VRS make it unnecessary for you to call the Flight Service Station (FSS) for weather information?" Since the VRS briefing, which contained only three weather products, was not intended to be a complete weather briefing, the large number of affirmative answers to this question was unexpected. In an effort to examine this result in more depth, the responses to question 7 were categorized according to the following subgroups:

1. License
2. Rating
3. Total Flying Time

Table 18 and figure 21 show the distribution of responses to the preflight segment of question 7 by type of pilot license. A chi-square test showed that there is no statistically significant difference by license category.

TABLE 15. RESPONSES TO QUESTION 7, PREFLIGHT

Returns	FSS Necessary after VRS Briefing			FSS Necessary after VRS Briefing				
	Yes N	Yes %	No N	No %	Uncertain N	Uncertain %	Total N	Total %
Initial Mailing	112	53.33	82	39.05	16	7.62	210	100
First Followup	97	59.15	48	29.27	19	11.59	164	100
Second Followup	42	58.33	22	30.56	8	11.11	72	100
Total	251	56.28	152	34.08	43	9.64	446	100

TABLE 16. RESPONSES TO QUESTION 7, IN-FLIGHT

Returns	FSS Necessary after VRS Briefing			FSS Necessary after VRS Briefing				
	Yes N	Yes %	No N	No %	Uncertain N	Uncertain %	Total N	Total %
Initial Mailing	33	18.33	107	59.44	40	22.22	180	100
First Followup	33	23.30	71	47.97	44	29.73	148	100
Second Followup	13	22.03	34	57.63	12	20.34	59	100
Total	79	20.41	212	54.78	96	24.81	387	100

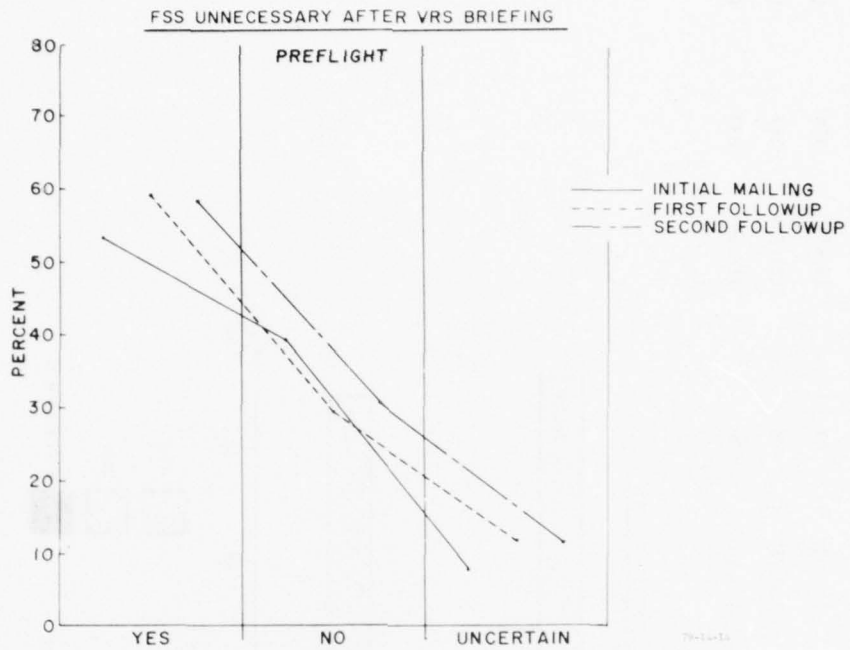


FIGURE 18. RESPONSES TO QUESTION 7, PREFLIGHT

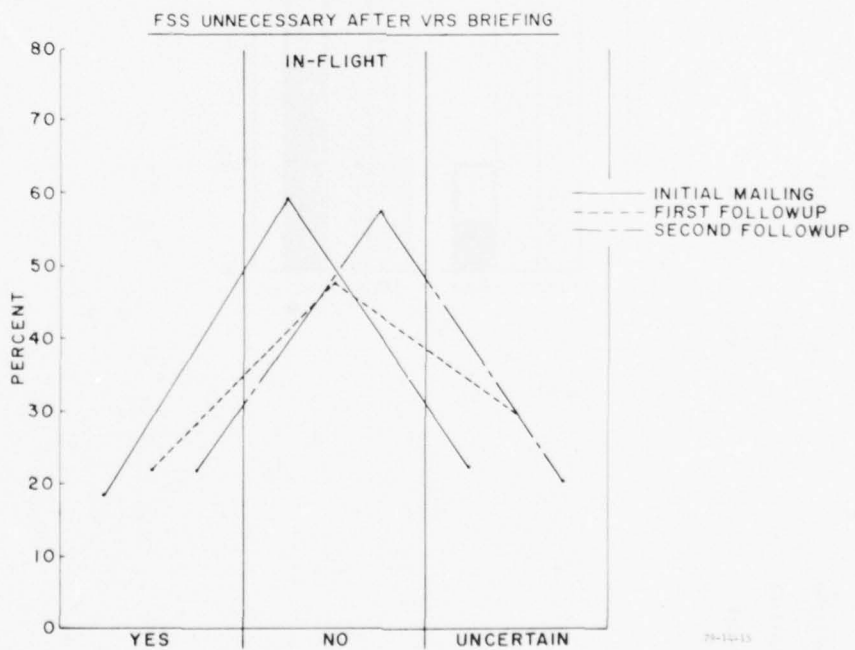


FIGURE 19. RESPONSES TO QUESTION 7, IN-FLIGHT

TABLE 17. TOTAL RESPONSES TO QUESTION 7

FSS Unnecessary after VRS Briefing

	Yes		No		Uncertain		Total	
	N	%	N	%	N	%	N	%
Pre-flight	251	(56.28)	152	(34.08)	43	(9.64)	446	(100.00)
In-flight	79	(20.41)	212	(54.78)	96	(24.81)	387	(100.00)
Total	330	(39.62)	364	(43.70)	139	(16.69)	833	(100.00)

FSS UNNECESSARY AFTER VRS BRIEFING

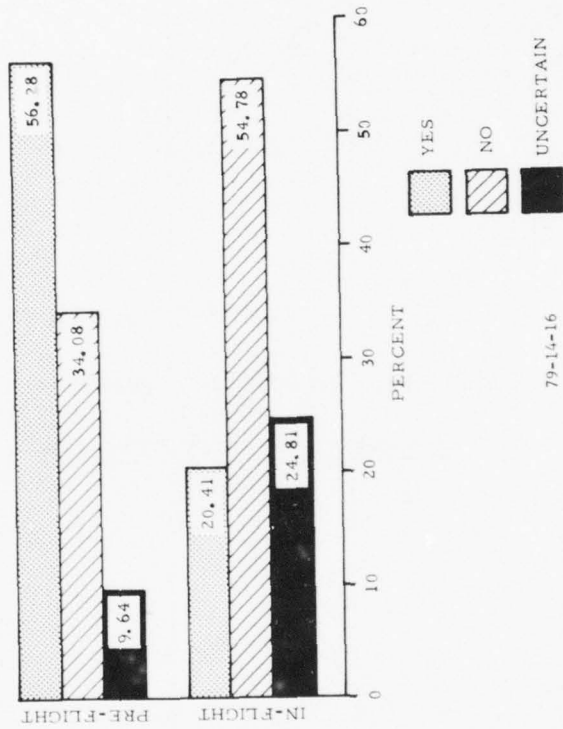


FIGURE 20. TOTAL RESPONSES TO QUESTION 7

TABLE 18. RESPONSES TO QUESTION 7, BY TYPE OF PILOT'S LICENSE, PREFLIGHT

License	Yes		FSS Unnecessary after VRS		Briefing Uncertain		Totals	
	N	%	N	%	N	%	N	%
Student	13	52.00	11	44.00	1	4.00	25	100.00
Private	115	56.37	65	31.86	24	11.76	204	100.00
Commercial	94	55.29	63	37.06	13	7.65	170	100.00
ATR	29	61.70	13	27.66	5	10.64	47	100.00
Total	251	56.28	152	34.08	43	11.64	446	100.00

FSS UNNECESSARY AFTER VRS BRIEFING

PREFLIGHT

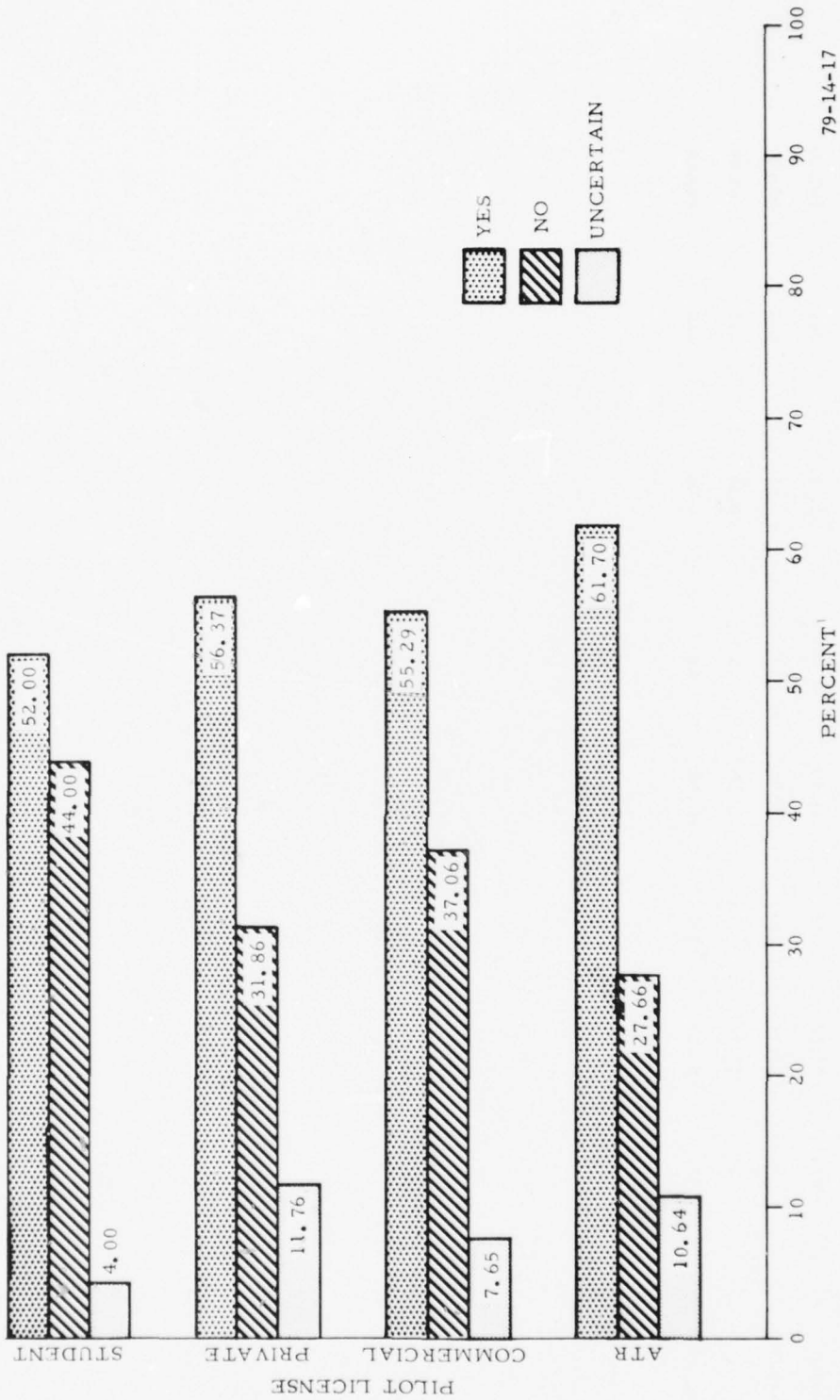


FIGURE 21. RESPONSES TO QUESTION 7 BY TYPE OF PILOT'S LICENSE, PREFLIGHT

Table 19 and figure 22 compare the distribution of responses by weather rating. In this case, chi-square is equal to 4.48, which is not significant at the .05 level. The null hypothesis is accepted.

Table 20 and figure 23 show the distribution of responses by total flying time. As in the case of license category and weather rating, the result was not statistically significant. Chi-square is equal to 3.25 with 8 degrees of freedom. Thus, the unexpectedly large number of affirmative answers to question 7 (preflight) was not unduly influenced by a specific license category, weather rating, or by a given experience level.

Tables 21 and 22 compare the responses to question 8 obtained from respondents to the (1) initial mailing, (2) first followup, and (3) second followup. The three separate mailings, which covered a comparable sample of individuals, gave approximately the same results. A chi-square test showed that there is no statistically significant difference between the distribution of responses from the three populations.

$$\text{Preflight } \chi^2 = 0.27$$

$$\text{In-Flight } \chi^2 = 0.40$$

Table 23 indicates that over 90 percent of the respondents answered "yes" to question 8 (preflight), "If you still had to call the FSS for weather information, did the VRS briefing reduce the time on the line with the FSS?" (See figure 24). It was estimated that the VRS briefing reduced the time on line with the FSS by an average of 47.19 percent. The reduction for in-flight was not as striking but nevertheless was quite substantial. See figure 25 for a comparison.

REDBACK METHODS FOR LOCATION IDENTIFIERS.

Table 24 shows the distribution of responses from the three mailings to question 9, "(Of the two readback methods for location identifiers, which do you prefer?)." As in all previous cases, there is no statistically significant difference between the three populations in response to question 9. The value of chi-square in this case is 2.67; therefore, the null hypothesis is accepted.

As shown in figure 26, a large majority of respondents in each of the three populations preferred the spoken name over phonetics. Figure 27 shows that a total of 80.34 percent of all respondents preferred the spoken name as compared to 19.66 percent that preferred the use of phonetics.

PERMANENT USE OF VRS.

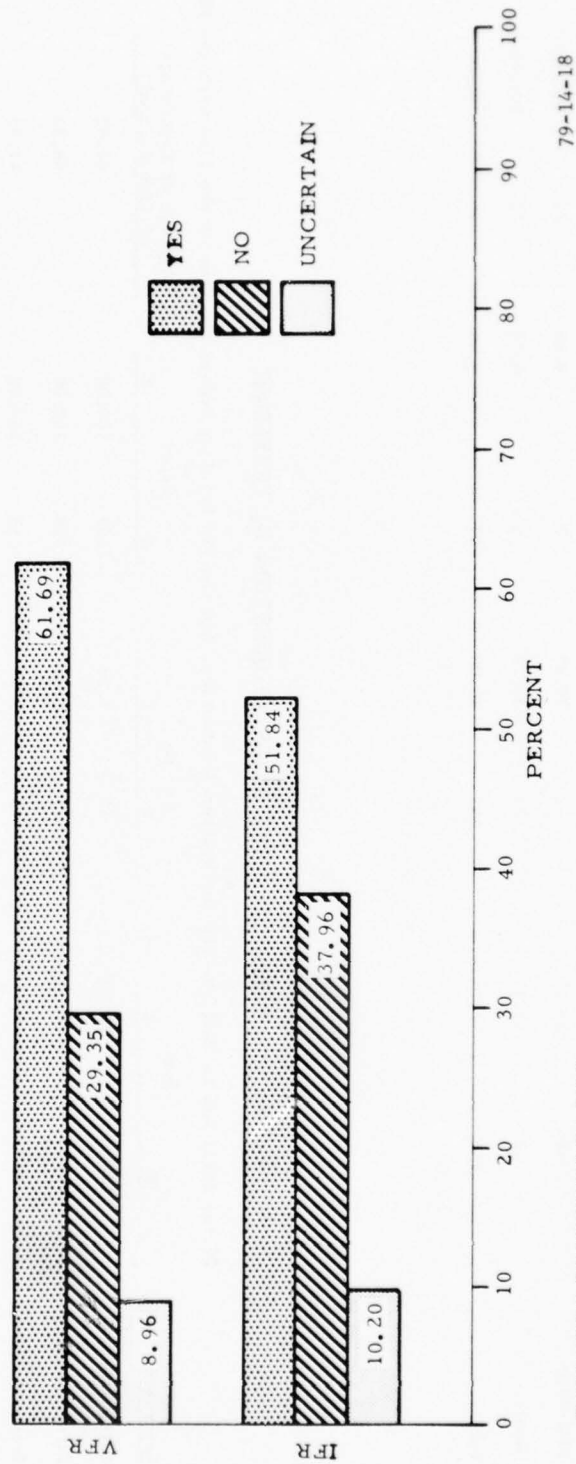
Figure 28 depicts the overall response to question 10, "Based on your experience with the VRS, would you use it if implemented permanently?" Approximately 60 percent indicated that they would use the VRS for an overview of weather conditions. Twenty-six percent indicated that they would use it for a complete weather briefing. Since the VRS was not designed to provide the pilot with

TABLE 19. RESPONSES TO QUESTION 7, BY WEATHER RATING, PREFLIGHT

Rating	Yes		No		FSS Unnecessary after VRS Briefing		Totals	
	N	%	N	%	N	%	N	%
VFR	124	61.69	59	29.35	18	8.96	201	100.00
IFR	127	51.84	93	37.96	25	10.20	245	100.00
Total	251	56.28	152	34.08	43	9.64	446	100.00

FSS UNNECESSARY AFTER VRS BRIEFING

PREFLIGHT



INCLUDES STUDENTS IN VFR
INCLUDES ATR IN IFR

FIGURE 22. RESPONSES TO QUESTION 7, VFR AND IFR, PREFLIGHT

TABLE 20. RESPONSES TO QUESTION 7, BY PILOT TOTAL FLYING HOURS, PREFLIGHT

Flying Time (Hours)	FSS Unnecessary after VRS Briefing						Totals	
	N	Yes %	N	No %	N	Uncertain %	N	%
0-160	53	59.55	26	29.21	10	11.24	89	100.00
161-800	84	52.50	61	38.13	15	9.38	160	100.00
801-1800	30	55.56	18	33.33	6	11.11	54	100.00
1801-4800	42	59.15	22	30.99	7	9.86	71	100.00
4801+	42	58.33	25	34.72	5	6.94	72	100.00
Total	251	56.28	152	34.08	43	9.64	446	100.00

TABLE 21. RESPONSES TO QUESTION 8, PREFLIGHT

Returns	If You Still Had to Call the FSS for Weather Information, Did the VRS Briefing Reduce the Time on the Line with the FSS?						Average of Percentage of Time Reduced
	N	Yes %	N	No %	N	Total %	
Initial Mailing	148	90.80	15	9.20	163	100.00	47.82
First Followup	105	88.98	13	11.02	118	100.00	48.32
Second Followup	48	90.57	5	9.43	53	100.00	42.73
Total	301	90.12	33	9.88	334	100.00	47.19

FSS UNNECESSARY AFTER VRS BRIEFING
 PREFLIGHT

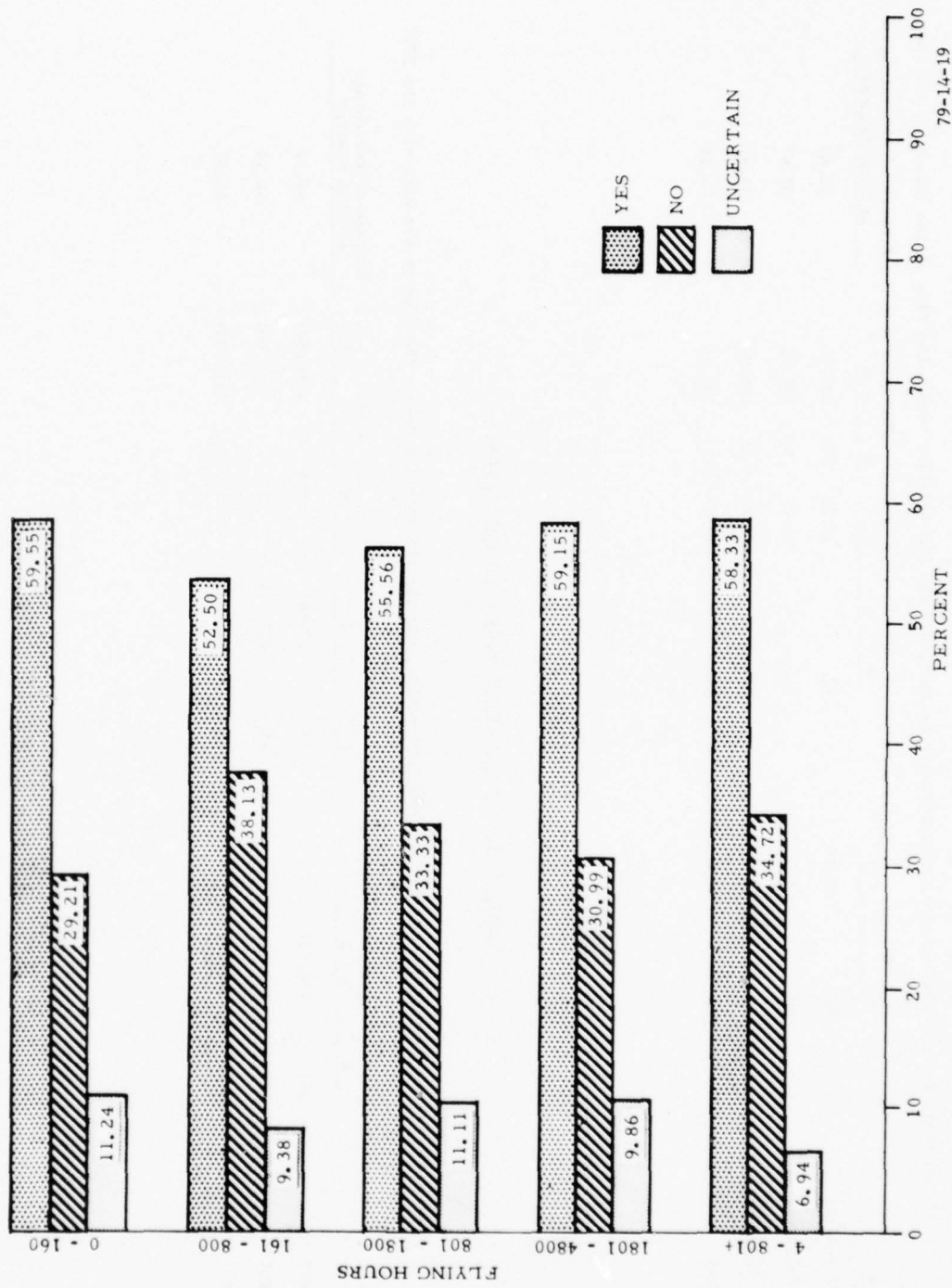


FIGURE 23. RESPONSES TO QUESTION 7 BY PILOT FLIGHT EXPERIENCE, PREFLIGHT

TABLE 22. RESPONSES TO QUESTION 8, IN-FLIGHT

Returns	Yes		No		Total		Average of Percentage of Time Reduced
	N	%	N	%	N	%	
	Initial Mailing	86	67.19	42	32.81	128	
First Followup	60	65.93	31	34.07	91	100.00	37.67
Second Followup	30	71.43	12	28.57	42	100.00	38.83
Total	176	67.43	85	32.57	261	100.00	40.19

TABLE 23. TOTAL RESPONSES TO QUESTION 8

	Yes		No		Total		Average of Percentage of Time Reduced
	N	%	N	%	N	%	
	Preflight	301	(90.12)	33	(9.88)	334	
In-Flight	176	(67.43)	85	(32.57)	261	(100.00)	40.19
Total	477	(80.17)	118	(19.83)	595	(100.00)	44.61

DID VRS BRIEFING REDUCE TIME ON LINE WITH FSS?

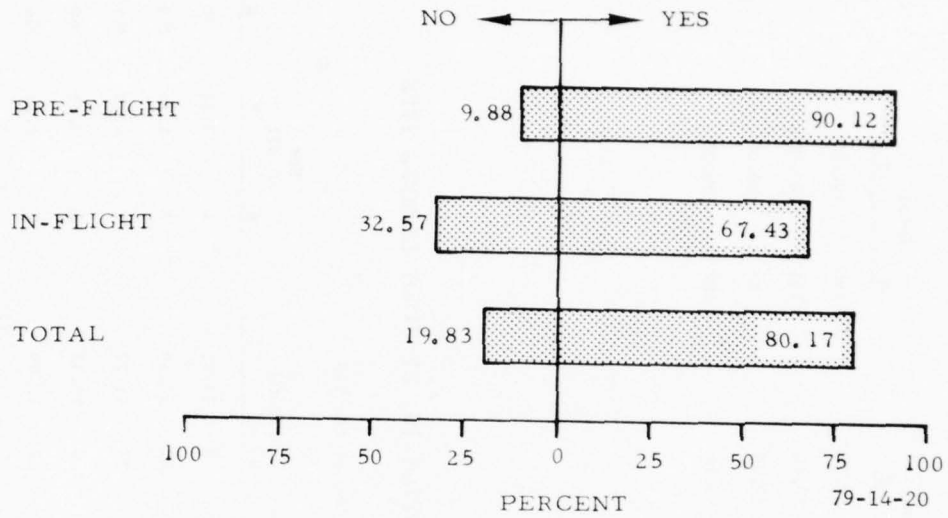


FIGURE 24. RESPONSES TO QUESTION 8 (PREFLIGHT/INFLIGHT)

AVERAGE OF PERCENT TIME REDUCED

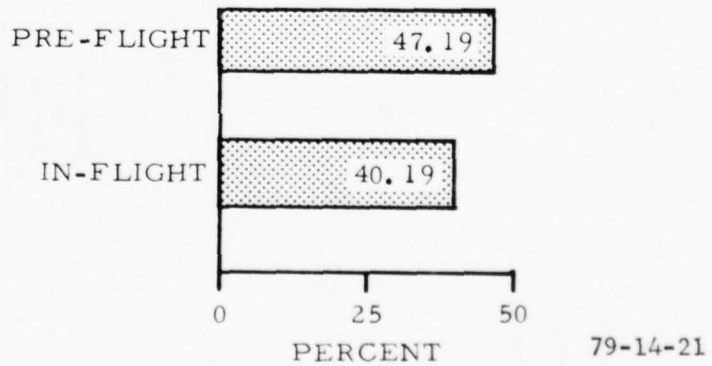


FIGURE 25. RESPONSES TO QUESTION 8 (PERCENT TIME REDUCED)

TABLE 24. RESPONSES TO QUESTION 9

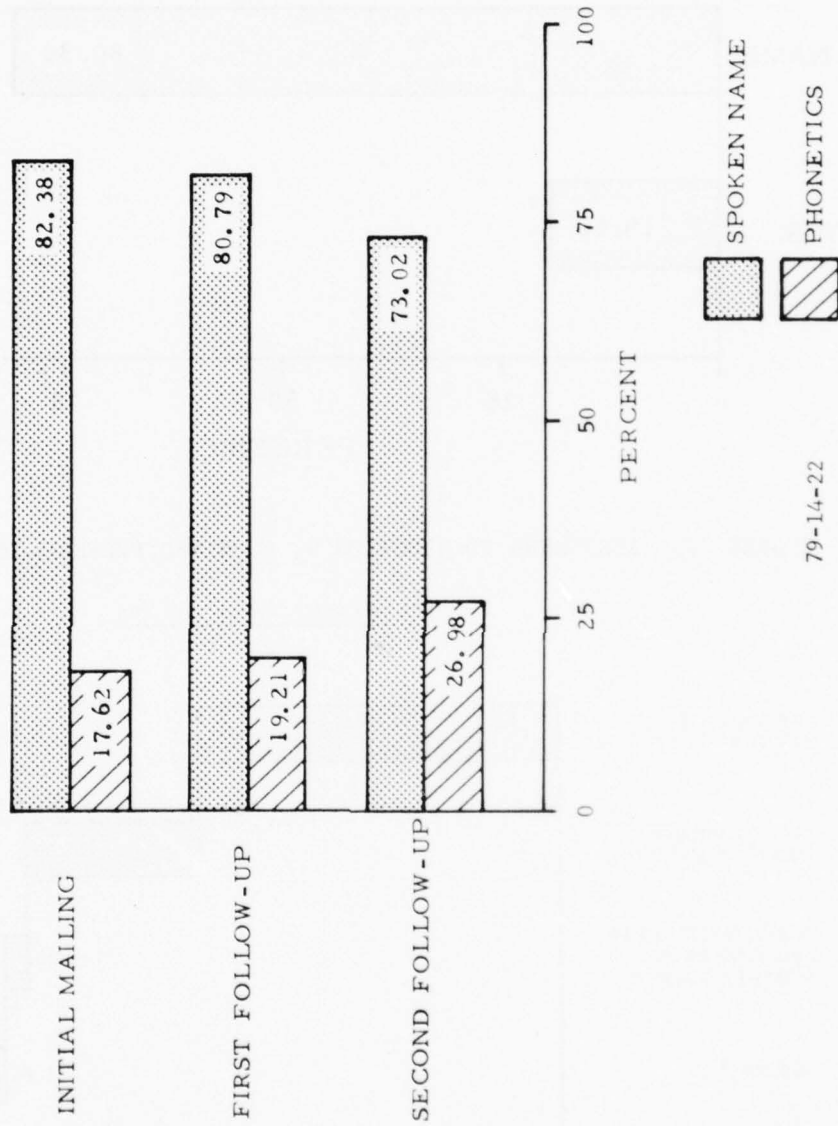
Of the Two Readback Methods for Location Identifiers, Which Do You Prefer?

Returns	Phonetics		Spoken Name		Total	
	N	%	N	%	N	%
Initial Mailing	34	17.62	159	82.38	193	100.00
First Followup	29	19.21	122	80.79	151	100.00
Second Followup	17	26.98	46	73.02	63	100.00
Total	80	19.66	327	80.34	407	100.00

TABLE 25. RESPONSES TO QUESTION 10, BY PILOT LICENSE TYPE

Pilot License	Complete Wx Briefing		Overview		Update		Not At All		Totals	
	N	%	N	%	N	%	N	%	N	%
Student	6	20.00	19	63.33	4	13.33	1	3.33	30	100.00
Private	63	24.32	161	62.16	32	12.36	3	1.16	259	100.00
Commercial	62	30.24	119	58.05	23	11.22	1	0.49	205	100.00
ATR	13	21.67	37	61.67	8	13.33	2	3.33	60	100.00
Totals	144	25.99	336	60.65	67	12.09	7	1.26	554	100.00

READBACK METHODS FOR LOCATION IDENTIFIERS



79-14-22

FIGURE 26. RESPONSES TO QUESTION 9

READBACK METHODS FOR LOCATION IDENTIFIERS

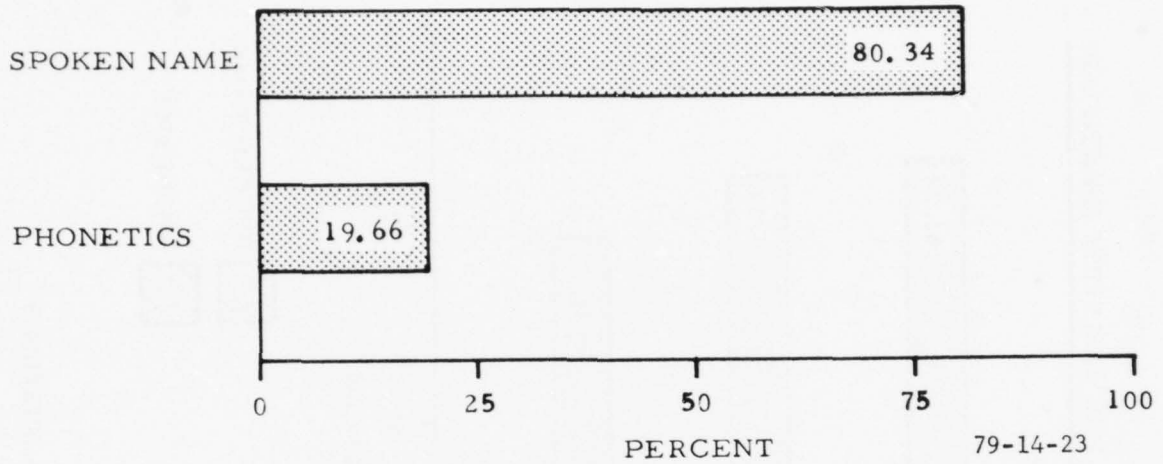


FIGURE 27. RESPONSES TO QUESTION 9, COMBINED PREFERENCE

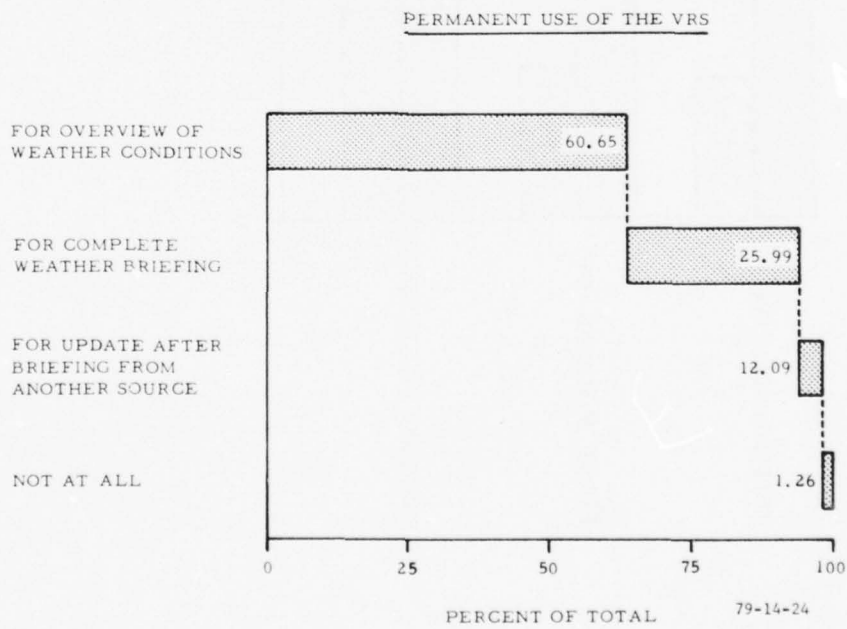


FIGURE 28. OVERALL RESPONSES TO QUESTION 10

a complete weather briefing, this result was unexpected. In an effort to examine the 26-percent figure in more detail, the responses to question 10 were categorized according to the following subgroups:

1. License,
2. Rating,
3. Total Flying Time, and
4. Number of Times VRS Used

Table 25 and figure 29 show the distribution of responses to question 10 by type of pilot license. A chi-square test showed that there was no statistically significant difference by license category. The same result was achieved for weather rating, flying time, and levels of VRS usage. Table 26 and figure 30 compare VFR and IFR. A comparison of responses by total flying time is shown in table 27 and figure 31.

A comparison between those respondents that used the VRS 10 or less times and those that used the system more than 10 times is shown in table 28 and figure 32. The findings show that the unexpected 26 percent who indicated that they would use the VRS for a complete weather briefing did not comprise a disproportionate number of a given license category, weather rating, experience level or VRS usage level.

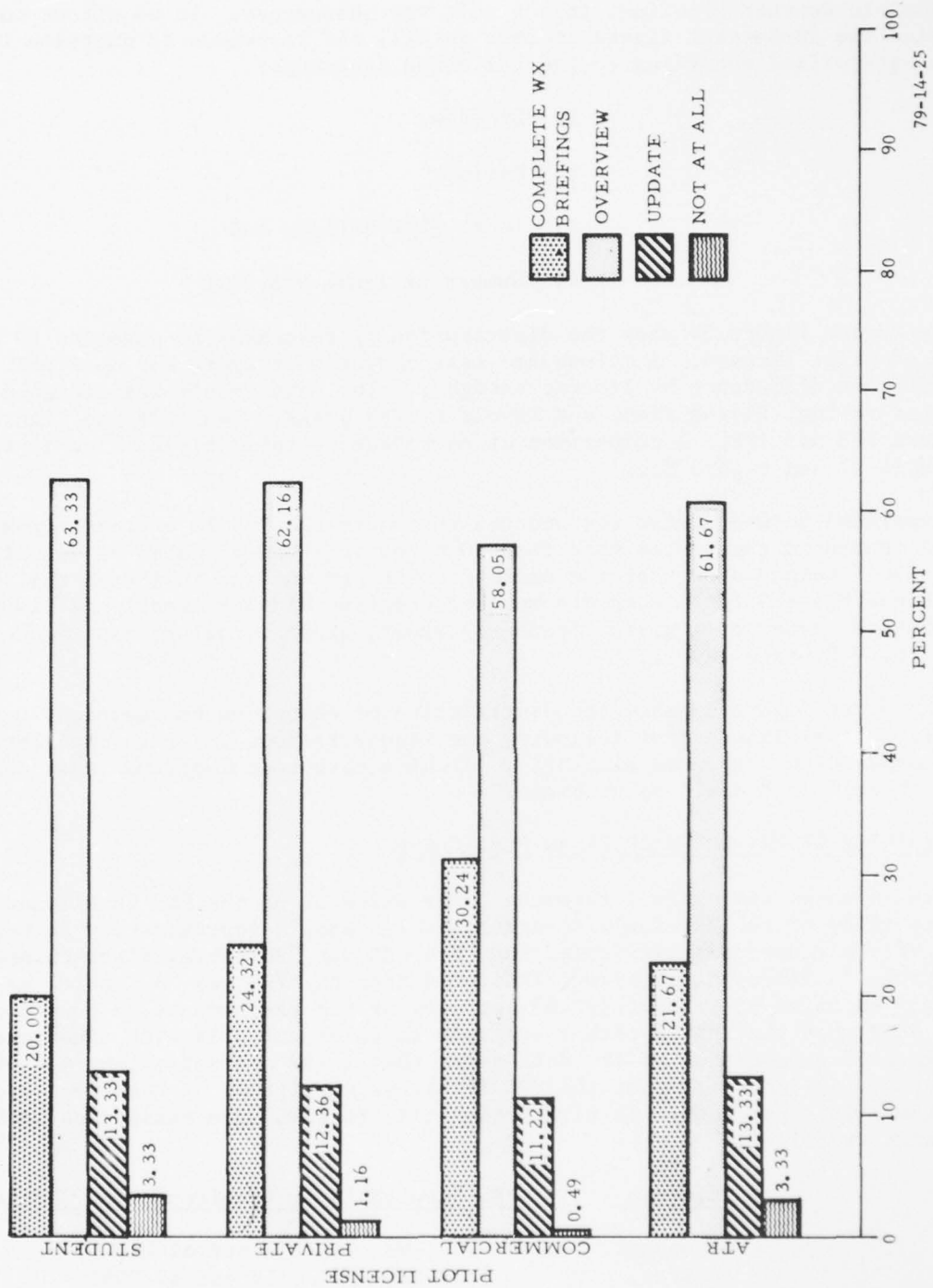
Table 29 and figure 33 show the distribution of responses to question 10 from the initial mailing, first followup, and second followup. It is apparent that each population responded similarly. A chi-square test confirmed that the three populations could be combined.

SUITABILITY OF VRS FOR WIDESPREAD PUBLIC USE.

Figure 34 shows the overall response to question 11 of the VRS questionnaire, "Suitability of the VRS for wide-spread public use." Approximately 54 percent of the respondents indicated that the VRS was "Suitable, minor changes desirable." Thirty-nine percent indicated that the VRS was "Suitable, as is." Thus, a total of 93 percent (92.87 percent) of the respondents to question 11 indicated that the VRS is either suitable as is or suitable with minor changes. However, an examination of the data shows that 16.67 percent of the ATR pilots (9 out of 54) indicated that the VRS is either unsuitable or requires major changes. This percentage is higher than all other license categories combined as shown as follows:

<u>License</u>	<u>VRS Unsuitable or Requires Major Changes</u>	
Students	0%	(0 out of 24)
Private	7.04%	(14 out of 199)
Commercial	5.23%	(9 out of 172)
ATR	16.67%	(9 out of 54)

PERMANENT USE OF THE VRS



79-14-25

FIGURE 29. RESPONSES TO QUESTION 10, BY PILOT LICENSE TYPE

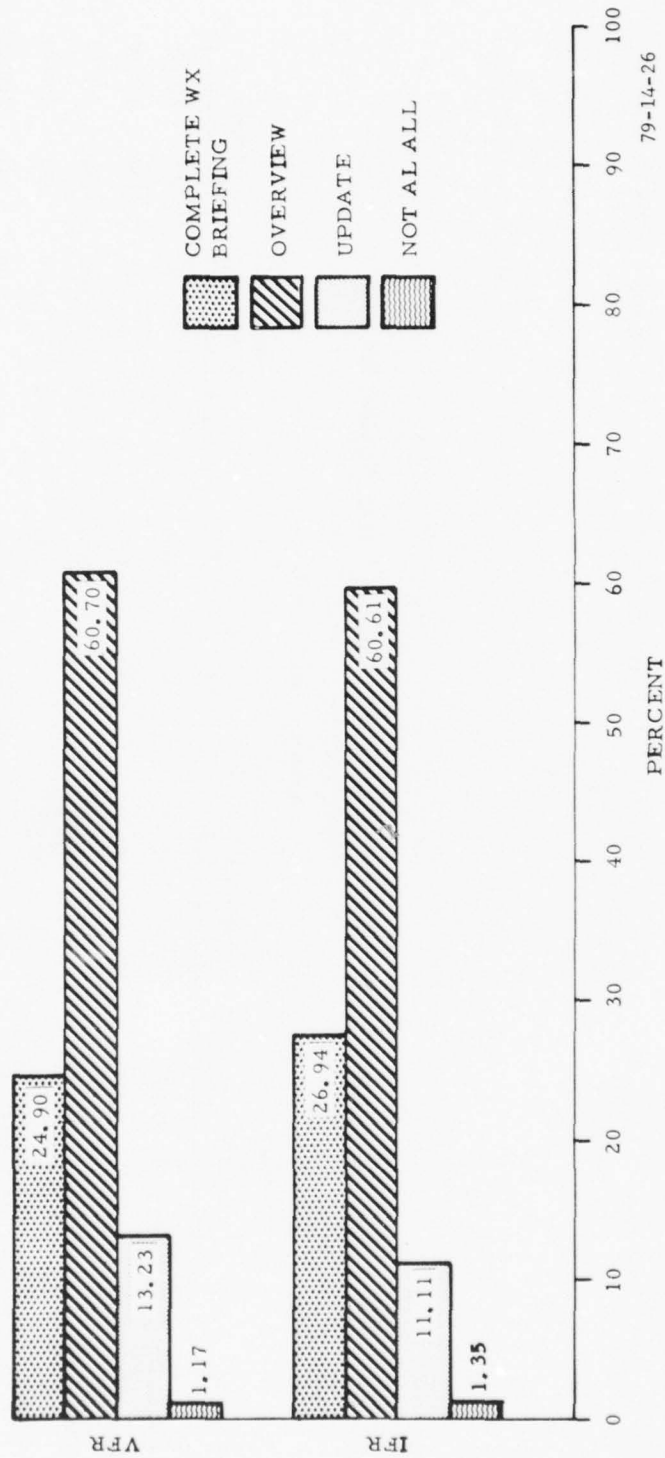
TABLE 26. RESPONSES TO QUESTION 10, BY WEATHER RATING

RATING	Permanent Use of the VRS												
	Complete Wx Briefing			Overview			Update			Not At All			
	N	%		N	%		N	%		N	%		
VFR	64	24.90		156	60.70		34	13.23		3	1.17	257	100.00
IFR	80	26.94		180	60.61		33	11.11		4	1.35	297	100.00
Total	144	25.99		336	60.65		57	12.09		7	1.26	554	100.00

TABLE 27. RESPONSES TO QUESTION 10, BY TOTAL FLYING HOURS

Flying Hours	Permanent Use of the VRS												
	Complete Wx Briefing			Overview			Update			Not At All			
	N	%		N	%		N	%		N	%		
0-160	28	25.00		70	62.50		14	12.50		0	0	112	100.00
161-800	49	24.62		120	60.30		28	14.07		2	1.01	199	100.00
801-1800	19	28.79		38	57.58		7	10.61		2	3.03	66	100.00
1801-4800	23	27.71		51	61.45		8	9.64		1	1.20	83	100.00
4801+	25	26.60		57	60.64		10	10.64		2	2.13	94	100.00
Totals	144	25.99		336	60.65		67	12.09		7	1.26	554	100.00

PERMANENT USE OF VRS



INCLUDES STUDENTS IN VFR
INCLUDES ATR IN IFR

79-14-26

FIGURE 30. RESPONSES TO QUESTION 10, IFR AND VFR

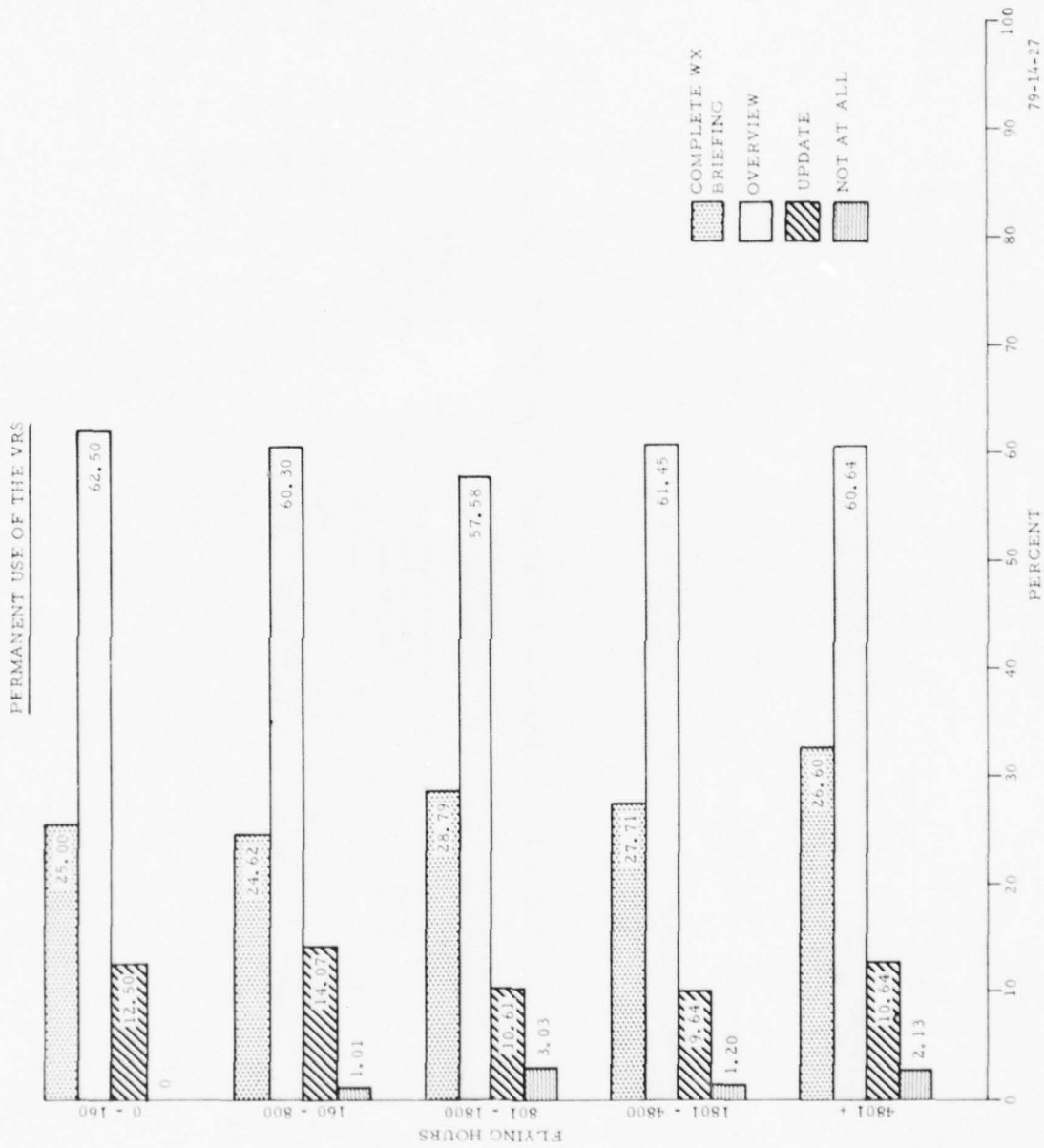


FIGURE 31. RESPONSES TO QUESTION 10, BY PILOT TOTAL FLYING HOURS

TABLE 28. RESPONSES TO QUESTION 10, UNDER VERSUS OVER 10 TIMES USED

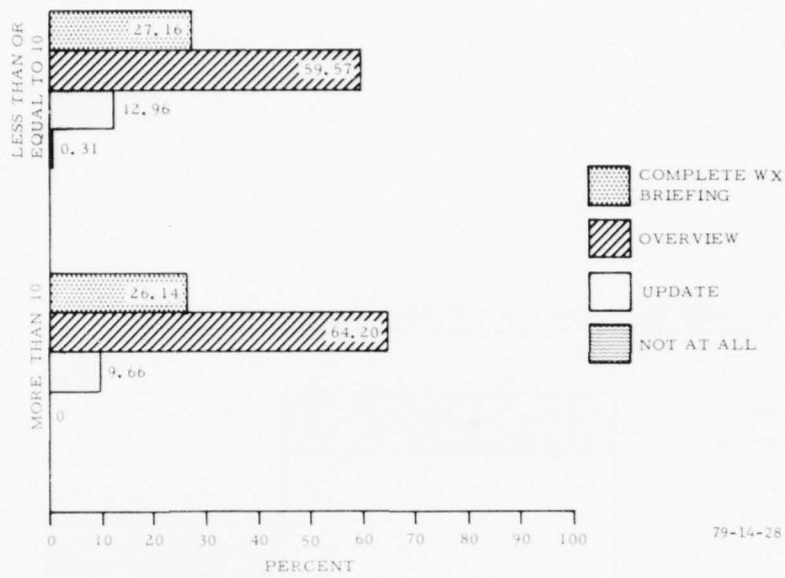
Number of Times VRS Used	Permanent Use of the VRS									
	For an Complete Weather Briefing		For an Overview of the Weather Conditions		For an Update after a Briefing from Another Source		Not At All		Total	
	N	%	N	%	N	%	N	%	N	%
Less than or equal to 10	88	27.16	193	59.57	42	12.96	1	0.31	324	100.00
More than 10	46	26.14	113	64.20	17	9.66	0	0	176	100.00
Total	134	26.80	306	61.20	59	11.80	1	0.20	500*	100.00

*Includes only the respondents who indicated the number of times they used the VRS.

TABLE 29. RESPONSES TO QUESTION 10, BY MAILING SAMPLE

Questionnaire Returns	Permanent Use of the VRS									
	For an Complete Weather Briefing		For an Overview of the weather Conditions		For an Update after a Briefing from Another Source		Not At All		Total	
	N	%	N	%	N	%	N	%	N	%
Initial Mailing	59	22.18	169	63.53	37	13.91	1	0.38	266	100.00
First Followup	61	30.20	115	56.93	22	10.89	4	1.98	202	100.00
Second Followup	24	27.91	52	60.47	8	9.30	2	2.33	86	100.00
Total	144	25.99	336	60.65	67	12.09	7	1.26	554	100.00

PERMANENT USE OF THE VRS



79-14-28

FIGURE 32. RESPONSES TO QUESTION 10, OVER VERSUS UNDER 10 TIMES USED

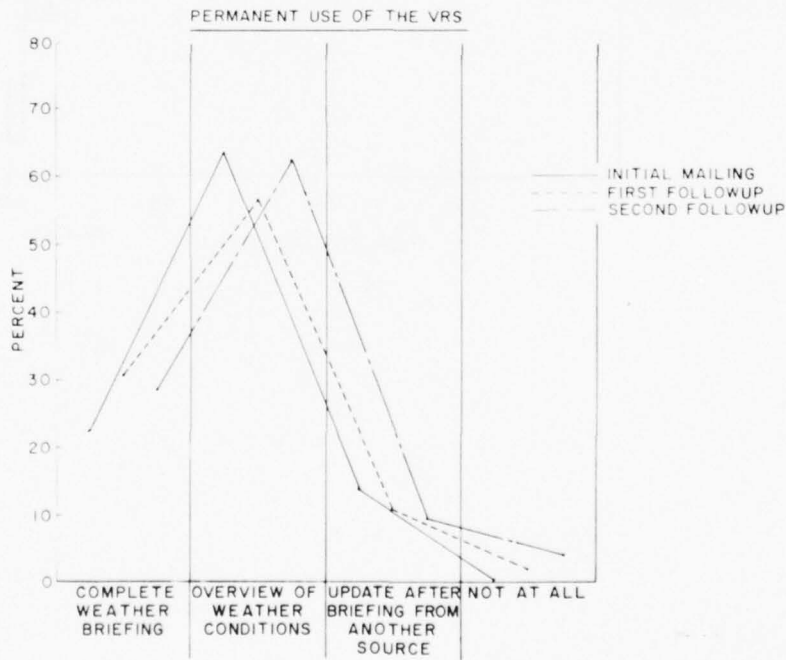


FIGURE 33. RESPONSES TO QUESTION 10 BY MAILING SAMPLE

SUITABILITY OF THE VRS FOR WIDE-SPREAD PUBLIC USE

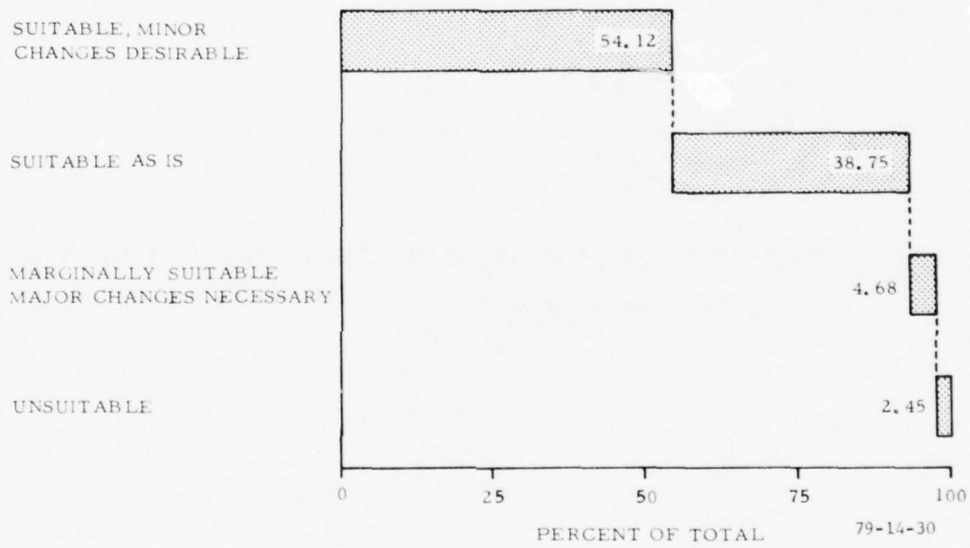


FIGURE 34. OVERALL RESPONSES TO QUESTION 11

A further examination of the data reveals that 16.25 percent of the pilots (13 out of 80) with more than 4,800 hours of total flight time indicated that the VRS is either unsuitable or requires major changes.

<u>Flying Hours</u>	<u>VRS Unsuitable or Requires Major Changes</u>	
0-160	3.37%	(3 out of 89)
161-800	7.69%	(12 out of 156)
801-1800	3.70%	(2 out of 54)
1801-4800	2.86%	(2 out of 70)
4081+	16.25%	(13 out of 80)

Table 30 and figure 35 show the distribution of responses to question 11 by type of pilot license. Table 31 and figure 36 compare the responses to question 11 by weather rating. A comparison of responses by flying time is shown in table 32 and figure 37. Table 33 and figure 38 show a comparison between two levels of VRS usage (< 10 vs. >10). Table 34 and figure 39 show the distribution of responses to question 11 by individual mailing. It is apparent that each population responded similarly, which has consistently been the case. A chi-square test confirmed that the results of the three populations could be combined.

WRITE-IN COMMENTS.

Item 12 of the VRS questionnaire invited respondents to write in any comments they wished to express regarding the VRS. Figure 40 provides a frequency distribution of the write-in comments. Comments received in item 12 were placed in one or more of the categories shown in figure 40. The number of times a given type of comment occurred is also shown. Complimentary remarks about the VRS constituted the most frequent comment received. This type of comment occurred 227 times. A given respondent may have, in item 12, commended the system, suggested the addition of a synopsis, and noted that he prefers plain language to phonetics. In such a case, his remarks would have been divided into three categories as follows:

Commending the system	1
Add synopsis of weather	1
Prefer plain language to phonetics	1

The system of assigning verbal output to various categories is the principal procedure used in content analysis. Content analysis is defined as "a method of studying and analyzing communications in a systematic, objective, and quantitative manner for the purpose of measuring variables." (See Kerlinger, reference 4).

The following statements are a sample of the types of comments falling into six selected categories.

COMMENDING THE SYSTEM. "Much easier to use the VRS for periodic checks of current conditions rather than waiting long times to talk to FSS briefers."

TABLE 30. RESPONSES TO QUESTION 11, BY PILOT LICENSE TYPE

Pilot License	Suitable As Is		Minor Changes		Major Changes		Unsuitable		Total	
	N	%	N	%	N	%	N	%	N	%
Student	12	50.0	12	50.0	0	0	0	0	24	100.00
Private	81	40.70	104	52.26	10	5.03	4	2.01	199	100.00
Commercial	59	34.30	104	60.47	7	4.07	2	1.16	172	100.00
ATR	22	40.74	23	42.59	4	7.41	5	9.26	54	100.00
Total	174	38.75	243	54.12	21	4.68	11	2.45	449	100.00

TABLE 31. RESPONSES TO QUESTION 11, BY WEATHER RATING

RATING	Suitable As Is		Minor Changes		Major Changes		Unsuitable		Total	
	N	%	N	%	N	%	N	%	N	%
VFR	81	41.12	105	53.30	7	3.55	4	2.03	197	100.00
IFR	93	36.90	138	54.76	14	5.56	7	2.78	252	100.00
Total	174	38.75	243	54.12	21	4.68	11	2.45	449	100.00

SUITABILITY OF VRS FOR WIDESPREAD PUBLIC USE

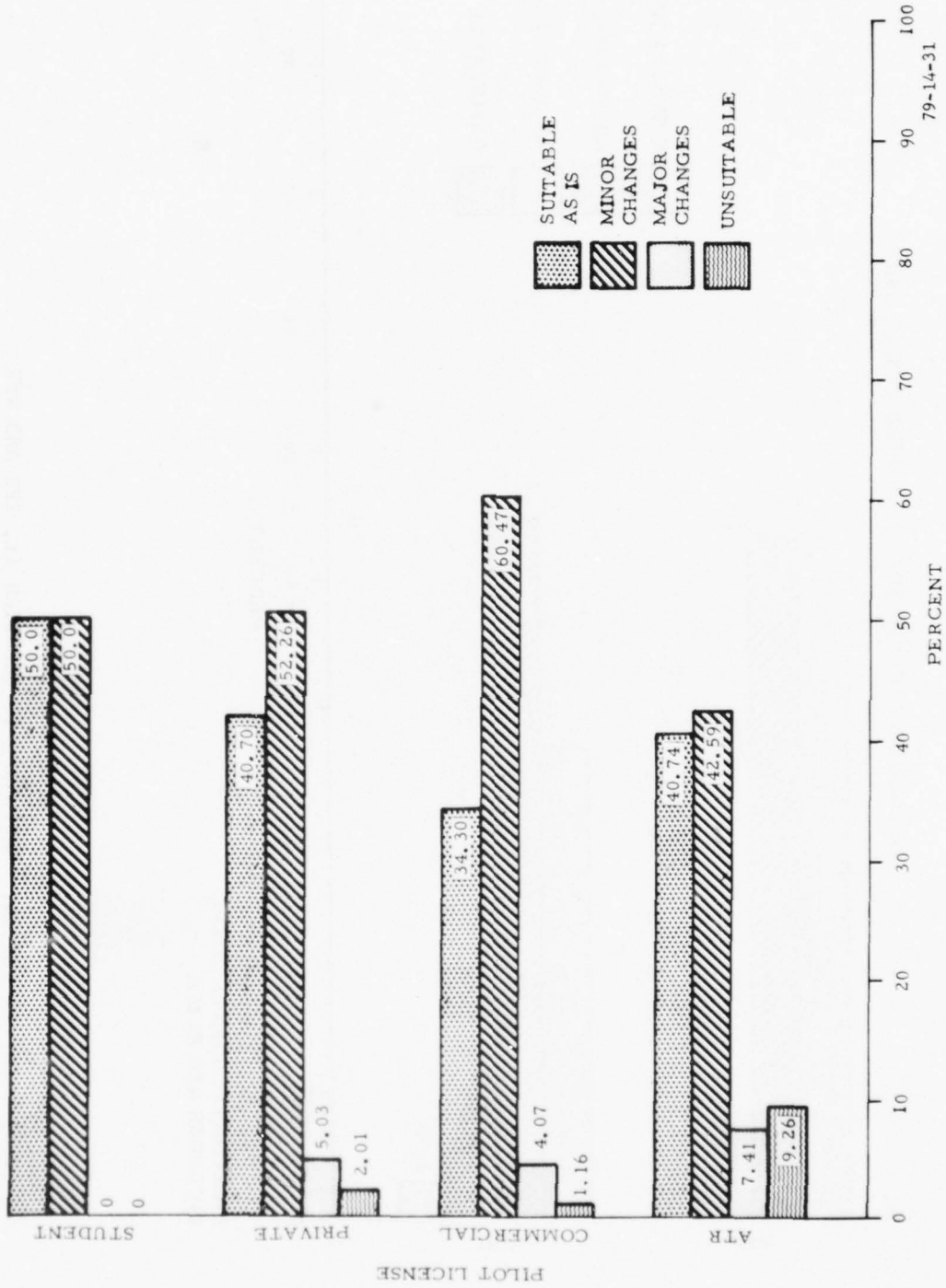
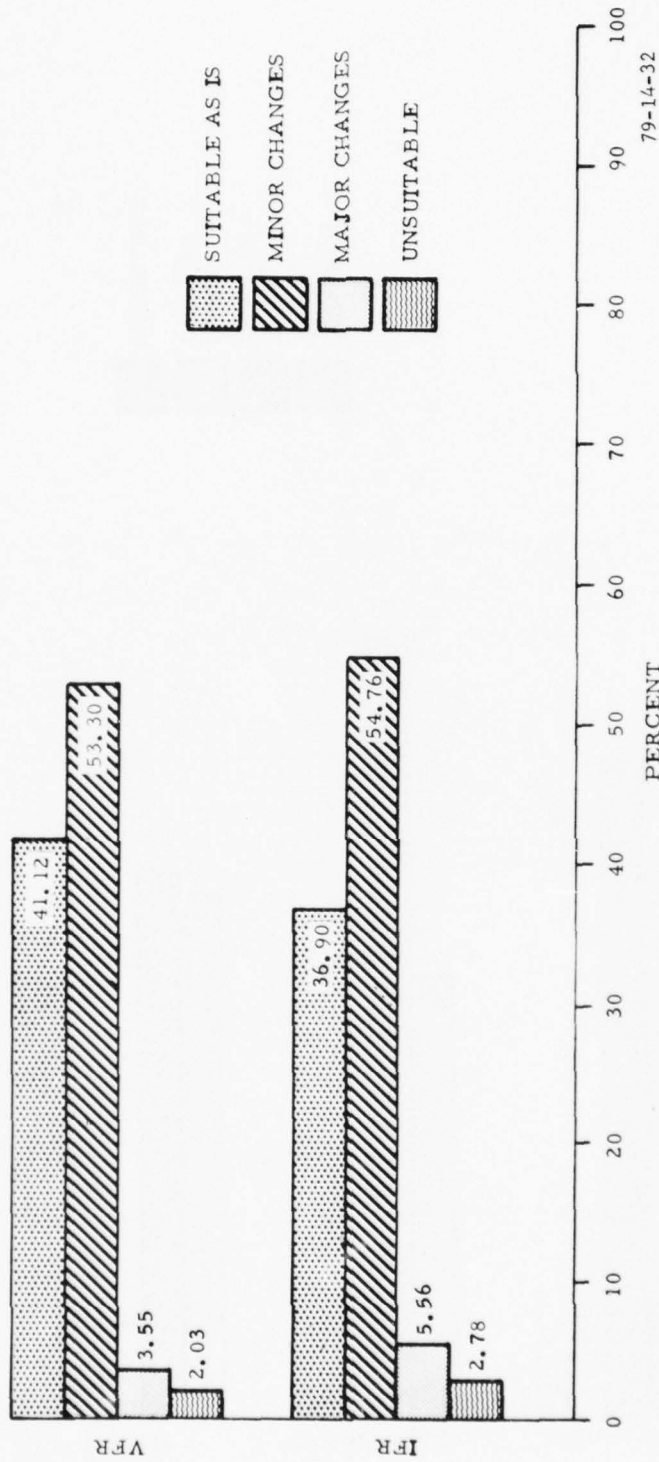


FIGURE 35. RESPONSES TO QUESTION 11 BY PILOT LICENSE TYPE

SUITABILITY OF VRS FOR WIDESPREAD PUBLIC USE



INCLUDES STUDENTS IN VFR
INCLUDES ATR IN IFR

FIGURE 36. RESPONSES TO QUESTION 11, IFR AND VFR

SUITABILITY OF VRS FOR WIDESPREAD PUBLIC USE

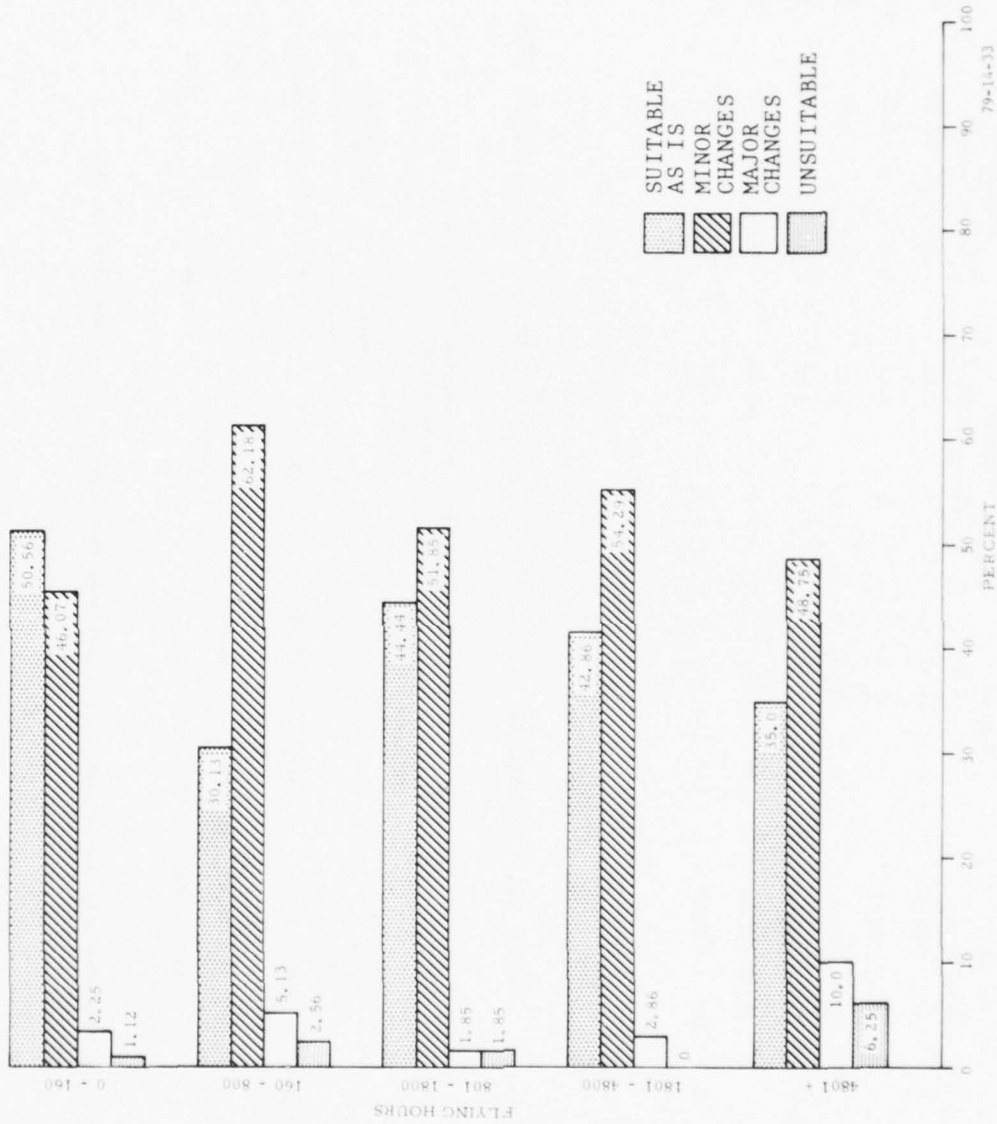


FIGURE 37. RESPONSES TO QUESTION 11 BY PILOT TOTAL FLYING TIME

TABLE 32. RESPONSES TO QUESTION 11, BY TOTAL FLYING HOURS

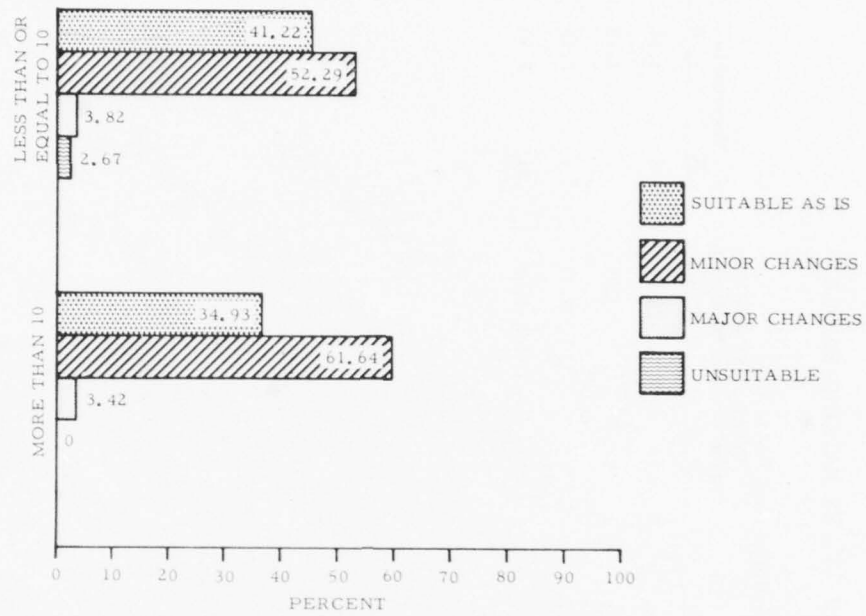
Flying Hours	Suitability of VRS for Widespread Public Use									
	Suitable As Is		Minor Changes		Major Changes		Unsuitable		Total	
	N	%	N	%	N	%	N	%	N	%
0-160	45	50.56	41	46.07	2	2.25	1	1.12	89	100.00
161-800	47	30.13	97	62.18	8	5.13	4	2.56	156	100.00
801-1800	24	44.44	28	51.85	1	1.85	1	1.85	54	100.00
1801-4800	30	42.86	38	54.29	2	2.86	0	0	70	100.00
4801+	28	35.00	39	48.75	8	10.00	5	6.25	80	100.00
Totals	174	38.75	243	54.12	21	4.68	11	2.45	449	100.00

TABLE 33. RESPONSES TO QUESTION 11, UNDER VERSUS OVER 10 TIMES USED

Number of Times VRS Used	Suitability of the VRS for Widespread Public Use									
	Suitable As Is		Suitable Minor Changes Disirable		Marginally Suitable Major Changes Necessary		Unsuitable		Total	
	N	%	N	%	N	%	N	%	N	%
Less than or equal to 10	108	41.22	137	52.29	10	3.82	7	2.67	262	100.00
More than 10	51	34.93	90	61.64	5	3.42	0	0	146	100.00
Total	159	38.97	227	55.64	15	3.68	7	1.72	408*	100.00

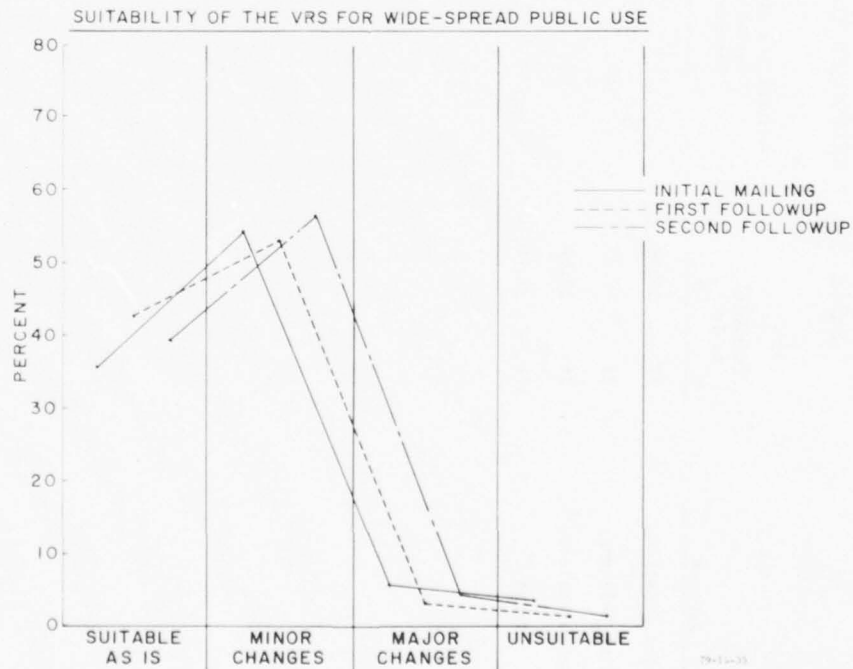
*Includes only the respondents who indicated the number of times they used the VRS.

SUITABILITY OF THE VRS FOR WIDE-SPREAD PUBLIC USE



79-14-34

FIGURE 38. RESPONSES TO QUESTION 11, OVER VERSUS UNDER 10 TIMES USED



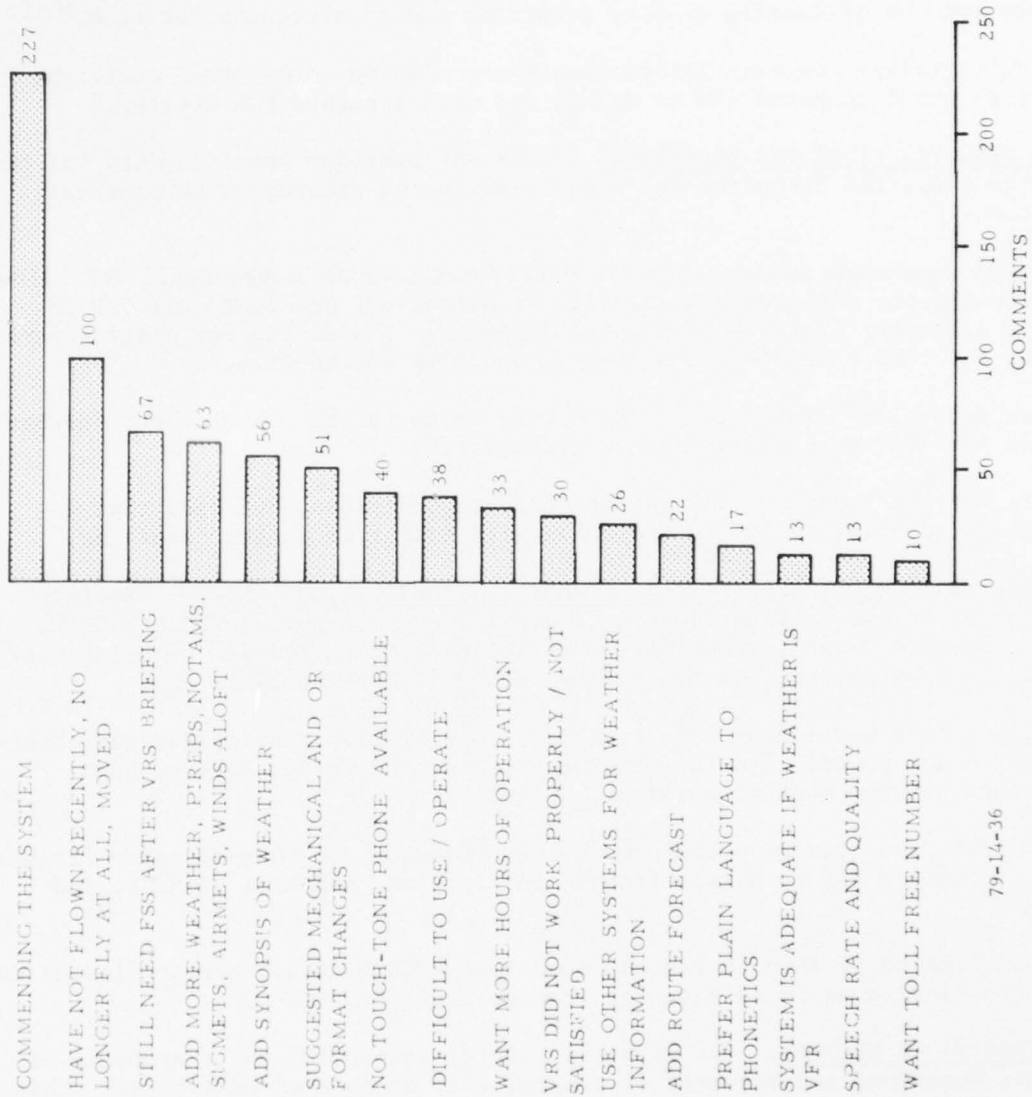
79-14-35

FIGURE 39. RESPONSES TO QUESTION 11 BY MAILING SAMPLE

TABLE 34. RESPONSES TO QUESTION 11, BY MAILING SAMPLE

Returns	Suitable As Is		Suitability of the VRS for Widespread Public Use		Suitable Marginally, Suitable Major Changes Necessary		Unsuitable		Total	
	N	%	N	%	N	%	N	%	N	%
Initial Mailing	77	35.98	116	54.21	13	6.07	8	3.74	214	100.00
First Followup	71	42.77	88	53.01	5	3.01	2	1.20	166	100.00
Second Followup	26	37.68	39	56.52	3	4.35	1	1.45	69	100.00
Total	174	38.75	243	54.12	21	4.68	11	2.45	449	100.00

WRITE-IN COMMENTS



79-14-36

FIGURE 40. FREQUENCY DISTRIBUTION OF VRS WRITE-IN COMMENTS

"I think it is great and should save much time for pilots and weather briefers alike."

"A much needed asset to the DCA area due to the heavy congestion on the phone to the FSS."

"I believe this to be a very useful tool to the pilot, and an invaluable service when he is looking at many locations and an alternate for each."

"I didn't realize how much information I was missing in my usual preflight briefings until compared VRS to PATWAS and with a rushed FSS Briefer."

STILL NEED FSS AFTER VRS BRIEFING. "While VRS provides specific data for the airports ect., FSS is better for broad overview of general meteorological conditions."

"The only component missing is that describing frontal movements. VRS allows an instantaneous picture of a specific location, but one must call FSS to receive a general overview of frontal dynamics. I dial VRS for station/enroute weather and then call FSS for a general overview and to file."

"It was generally helpful in deciding when to go to the airport, but further details from FSS were nearly always necessary."

"VRS is excellent for an overview of weather conditions, but feel that a comprehensive brief by FSS is desirable with flight of longer durations."

ADD MORE WEATHER, PIREPS, NOTAMS, SIGMETS, AIRMETS, WINDS ALOFT. "Believe institution of system with "weather synopsis, radar reports, NOTAM/SIGMET, AIRMET, area forecast" capability would relieve FSS facilities of being over-worked, especially those on the Eastern Seaboard Megalopolis area."

"On flight from Washington D.C. to Akron, four of five station surface observations do not provide frontal or airmass situation, cloud layers, tops, turbulence, severe weather warnings, NOTAMS."

"The service was good as a basic overview. However, on long-distance flights, I had to contact FSS to obtain frontal information, AIRMETS, SIGMETS, and PIREPS."

"I would like to be able to request important NOTAMS (i.e., runway closed) and any thunderstorm activity along or near my route of flight."

ADD SYNOPSIS OF WEATHER. "It might be helpful to provide for a synopsis of weather, location, and movement of fronts, etc; on an area-wide basis. This could further reduce the reliance on other sources of information."

"No general synopsis concerning enroute airmass or frontal systems. This should be added with pilot giving general routing info for general synoptic brief, in addition to station sequence reports."

"A general weather synopsis for a given flight area, especially for forecasted weather, would be useful."

"The thing needed to make the system more complete would be a general description of major weather factors such as fronts, movements of fronts, and general outlook for forecast area."

SUGGESTED MECHANICAL AND/OR FORMAT CHANGES. "I'd recommend a longer pause from the last keyed input to the first VRS response. Those of us using telephones which have the pushbuttons on the earpiece carrier (e.g., Bell Trimline) often miss the beginning of a VRS transmission."

"Suggest that a 6-hour forecast be issued along with the initial current hourly weather obs. Most pilots will be interested in the forecast along with current weather."

"The format is somewhat awkward, and the system a little slow. It would be better if you could get the specific info wanted directly instead of going through the whole format, regardless of the "jump ahead" feature."

"How about specifying a certain time for forecast weather. Takes too much listening to obtain info for 12 to 15 hours in advance."

DIFFICULT TO USE/OPERATE. "I've reread the instructions a number of times and repeatedly tried the system. I'm still unable to get all the info I want out of VRS. I've had trouble with numbers, i.e., altitudes, hours."

"Could not make the system work at first, instructions too lengthy. Tried the example and got nothing. I finally got it to work."

"If an error is made interrogating the system, it is time consuming to make the correction."

"Keypad/touchtone alphanumeric system is much too complicated for the user; it requires (1) learning, (2) concentration in use, (3) remembering how to use it."

COMPARISON OF COMMENTS.

The correlation between the type and frequency of comments received on item 12, from the initial as compared to the first followup, was measured using Spearman's rank correlation coefficient as defined by

$$r_s = 1 - \frac{6 \sum_{i=1}^n D_i^2}{n(n^2 - 1)}$$

where r_s denotes the Spearman rank-correlation coefficient,
 n = number of paired observations (x_i, y_i)
 D_i = rank of (X_i) - rank (y_i) = $R_i - S_i$

The comment category and frequency and the ranks that they received are shown in table 35. The comments on the second followup were not similarly tested,

Reference: "Nonparametric Statistical Inference," by J.D. Gibbons

TABLE 35. RANK COMPARISON

	<u>Initial</u>	<u>First Followup</u>	<u>Rank (Initial)</u>	<u>Rank First Followup</u>
Commending the VRS	116	76	1	1
Have Not Flown Recently No Longer Fly-Moved	39	46	3	2
Still Need FSS after VRS	46	16	2	5
Add More Weather	36	18	4	3
Add Synopsis	34	18	5	3
Suggested Mechanical or Format Changes	22	15	6	6
No Touchtone Phone Available	11	16	11	5
Difficult to Use	14	17	9	4
Want More Hours	16	12	7	7
VRS Did Not Work Properly Not Satisfied	15	8	8	9
Use Other Sources for Wx Information	7	9	14	8
Add Route Forecast	13	9	10	8
Prefer Plain Language to Phonetics	9	4	12	10
Speech Rate and Quality	8	3	13	11
Want Toll Free Number	9	1	12	13
Prefer Local Time Instead of GMT	8	1	13	13
Have VRS Record Aircraft ID or Pilot Name	4	2	14	12
Good for Go/No Go Decision	2	2	15	12

since they were not as numerous as the comments received on the initial and first followup. This disparity prevented a basis of comparison.

The Spearman rank-correlation coefficient assumes values from -1 to +1. A value of r_s equal to 1 denotes perfect correspondence between the ranks of the two variables. A value of r_s equal to -1 denotes that the ranks of one variable are in exactly the opposite order as the ranks of the other variable. A value of r_s near zero indicates that the two variables are independent.

For a sample size of 18 and $\alpha = .05$, the critical region consists of all values of $r_s \geq .399$. The value of r_s is 0.86. Since $0.86 > .399$, the value of r_s is in the critical region: therefore, we reject H_0 and accept H_1 --that the two sets of ranks are positively correlated.

RANDOM SAMPLE OF NONRESPONDENTS.

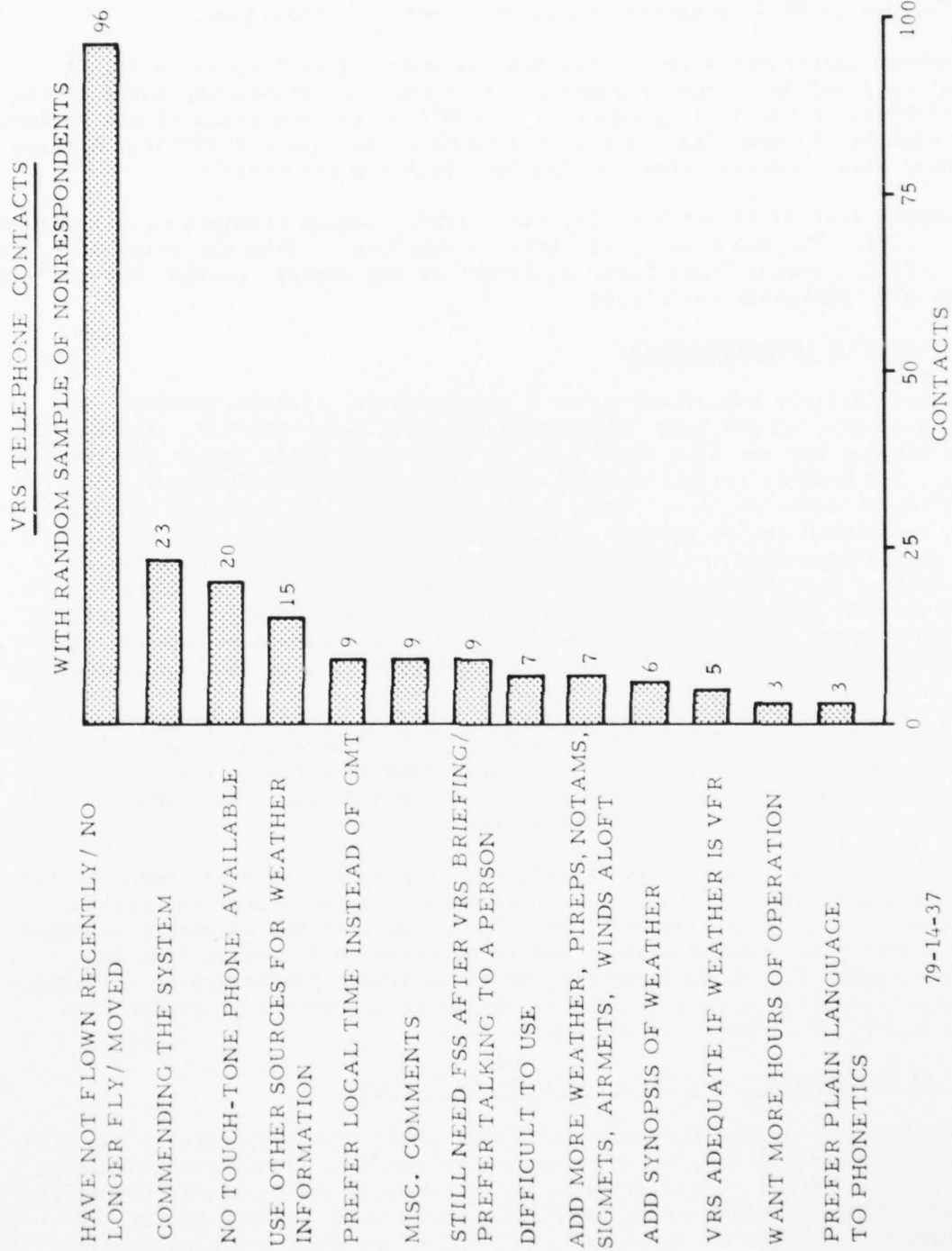
A telephone followup was conducted on a random sample of nonrespondents to determine whether or not they held strong opinions about the VRS. The answer is that they do not and that there need be no concern about latent adverse opinion. Six hundred telephone calls were made to individuals who did not respond to the questionnaire. Each individual called was selected by using computer-generated random numbers. Of the 600 nonrespondents called, 212 were actually contacted. Figure 41 provides assurance that no pockets of vociferous but previously unexpressed hostility to the VRS exist among the nonrespondents. Ninety-six of the 212 nonrespondents contacted or 45 percent indicated that the reason they did not respond to the questionnaire was that they either have not flown recently, they no longer fly, or they have moved.

It is extremely important to obtain information from the nonrespondents to mailed questionnaires. Voluntary response to mailed questionnaires is likely to contain an intrinsic bias due to the likelihood that people who are interested enough to answer a questionnaire form a special subset as compared to those who are more apathetic. As one writer put it (reference 5):

"Voluntary response to mailed questionnaires is perhaps the most common method of social-science data collection encountered by statisticians, and perhaps also the worst.... More generally, one should realize that voluntary response is such a pervasive problem that it may be expected to introduce bias into any survey using it. Whether the subject is political preference or university parking policies, the intensely interested subset is certain to differ from the more apathetic elements of the population."

SUMMARY OF MULTIVARIATE ANALYSIS, SUBGROUP RESPONSES.

The preceding subsections indicate that, as a group, the responses to question 6 of the questionnaire were quite favorable to the VRS. It is also desirable to know whether or not large subgroups of respondents are similarly favorably disposed. Important response differentials would point the way to further improvements that might be required in the VRS to increase its acceptability to identifiable segments of the user population.



79-14-37

FIGURE 41. FREQUENCY DISTRIBUTION OF VRS RESPONSES TO TELEPHONE FOLLOWUP

A main effects analysis of variance model was used in the multivariate analysis of question 6. The program was run on an International Business Machine (IBM) 369/9020 computer using the program distributed by International Education Services. The mathematical foundations are presented by Finn (reference 5). The input data consisted of the returns from the initial, first followup, and second followup mailing.

The four main effects were the following classification variables listed at the beginning of the questionnaire:

1. Weather Rating
2. Total Flying Time
3. Flying Time in 12 Months Prior to Completing Questionnaire
4. Number of Times VRS Used

Two levels of each effect were used in the analysis. The threshold values separating the levels are shown in table 36.

Question 6 of the VRS questionnaire was scored in terms of a Likert-type scale. Guilford (reference 6 p. 459) discusses the justification for and utility of handling five-point response scales in this form. Weights of 1 through 5 are assigned the categories in the five-point scale. Although there may become debate on the point, it is commonly considered that this method yields an interval scale to which statistical operations appropriate to such a scale can be applied (see, for example, Stevens, reference 7, p. 25).

The results of the analysis of question 6 are presented below. The scale values shown in tables 37, 38, 39, and 40 and figures 42 through 45 were derived by assigning numerical values to each of the five response categories for each item in question 6 and computing averages weighted by the number of respondents in each category. The value "3" was assigned to the middle category (uncertain) with descending and ascending unit values employed for adjacent categories depending on whether the question is negative or positive toward VRS. Thus, values greater than "3" signify a favorable reaction to the VRS. It should be noted that all of the stimulus items are significantly larger than the indifference value of "3."

Tables 41, 42, 43, and 44 show the univariate F ratio and the probability value for each stimulus item. Table 41 indicates a statistically significant difference ($p \leq .05$) between the VFR and IFR pilot with respect to item 6c "Speech too fast." The IFR pilot responded more favorably to item 6c; that is to say, he responded more frequently with Disagree or Strongly Disagree than did the

TABLE 36. VALUES ASSIGNED TO THE CLASSIFICATION
PARAMETERS USED IN THE MULTIVARIATE ANALYSIS

Classification Parameter	Analysis Level Number	
	1	2
1. License/Rating	VFR (Student, Private VFR, Commercial VFR)	IFR (Private IFR, Commercial IFR, Air Transport)
2. Total Flying Hours	0 - 400	> 400
3. Annual Flying Hours	0 - 50	> 50
4. No. Times VRS Used	0 - 10	> 10

TABLE 37. SCALE VALUE COMPARISONS FOR QUESTION 6, VFR VERSUS IFR

	VFR Scale Values	IFR Scale Values
a. Order of Information	4.11	4.20
b. Information Sufficient for Decision to Airport	4.08	4.02
c. Speech Rate	3.93	4.13
d. Clear Mental Picture of Weather	3.67	3.72
e. Amount of Information Provided	3.43	3.41
f. VRS Operating Procedures	3.91	4.04
g. Intelligibility	3.91	3.82
h. Speech Rhythm and Intonation	3.85	4.00
i. Pleasantness of VRS Speech	4.27	4.35
j. Briefing Satisfaction	4.05	4.01

Note: Values greater than 3 signify a favorable reaction.

TABLE 38. SCALE VALUE COMPARISONS FOR QUESTION 6, 400 HOURS OR UNDER
VERSUS OVER 400 HOURS TOTAL FLYING TIME

	<u>≤ 400</u>	<u>> 400</u>
	<u>Scale Values</u>	
a. Order of Information	4.15	4.17
b. Information Sufficient for Decision to Airport	4.02	4.07
c. Speech Rate	3.93	4.12
d. Clear Mental Picture of Weather	3.67	3.71
e. Amount of Information Provided	3.41	3.42
f. VRS Operating Procedures	3.99	3.99
g. Intelligibility	3.85	3.86
h. Speech Rhythm and Intonation	3.82	4.00
i. Pleasantness of VRS Speech	4.29	4.33
j. Briefing Satisfaction	4.04	4.02

Note: Values greater than 3 signify a favorable reaction.

TABLE 39. SCALE VALUE COMPARISONS FOR QUESTION 6, 50 HOURS OR UNDER VERSUS OVER 50 HOURS ANNUAL FLYING TIME

	<u>≤ 50</u>	<u>> 50</u>
	<u>Scale Values</u>	
a. Order of Information	4.13	4.19
b. Information Sufficient for Decision to Airport	4.01	4.08
c. Speech Rate	3.90	4.15
d. Clear Mental Picture of Weather	3.69	3.70
e. Amount of Information Provided	3.50	3.35
f. VRS Operating Procedures	3.97	3.99
g. Intelligibility	3.91	3.81
h. Speech Rhythm and Intonation	3.91	3.94
i. Pleasantness of VRS Speech	4.31	4.31
j. Briefing Satisfaction	4.06	4.01

Note: Values greater than 3 signify a favorable reaction.

TABLE 40. SCALE VALUE COMPARISONS FOR QUESTION 6, VRS USED 10 TIMES OR UNDER VERSUS VRS USED OVER 10 TIMES

	<u>≤ 10</u>	<u>> 10</u>
	Scale Values	
a. Order of Information	4.11	4.27
b. Information Sufficient for Decision to Airport	4.01	4.12
c. Speech Rate	3.93	4.25
d. Clear Mental Picture of Weather	3.67	3.74
e. Amount of Information Provided	3.46	3.35
f. VRS Operating Procedures	3.85	4.23
g. Intelligibility	3.93	3.73
h. Speech Rhythm and Intonation	3.91	3.98
i. Pleasantness of VRS Speech	4.27	4.39
j. Briefing Satisfaction	3.97	4.15

Note: Values greater than 3 signify a favorable reaction.

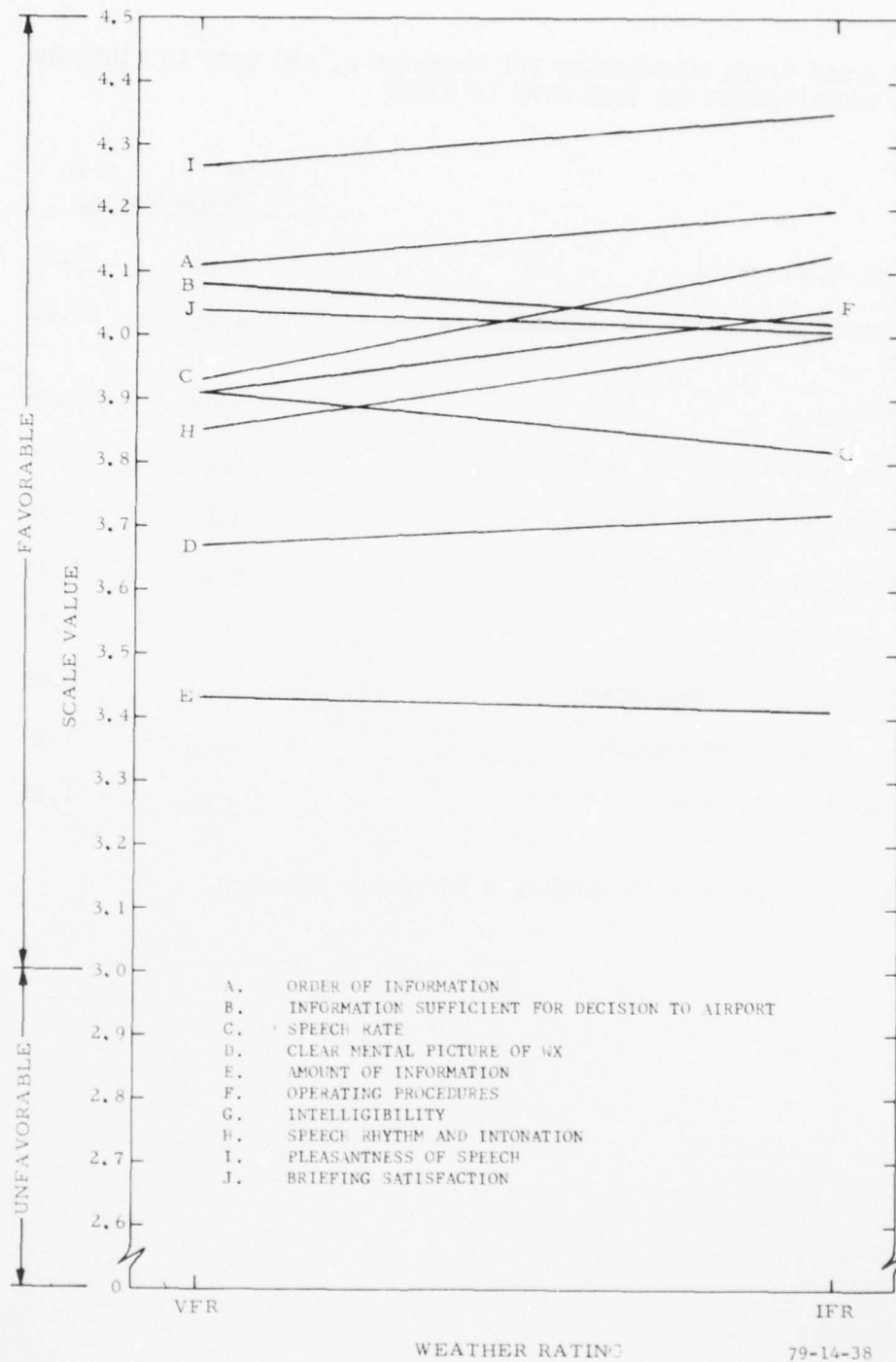


FIGURE 42. SCALE VALUE COMPARISONS FOR QUESTION 6, VFR VERSUS IFR

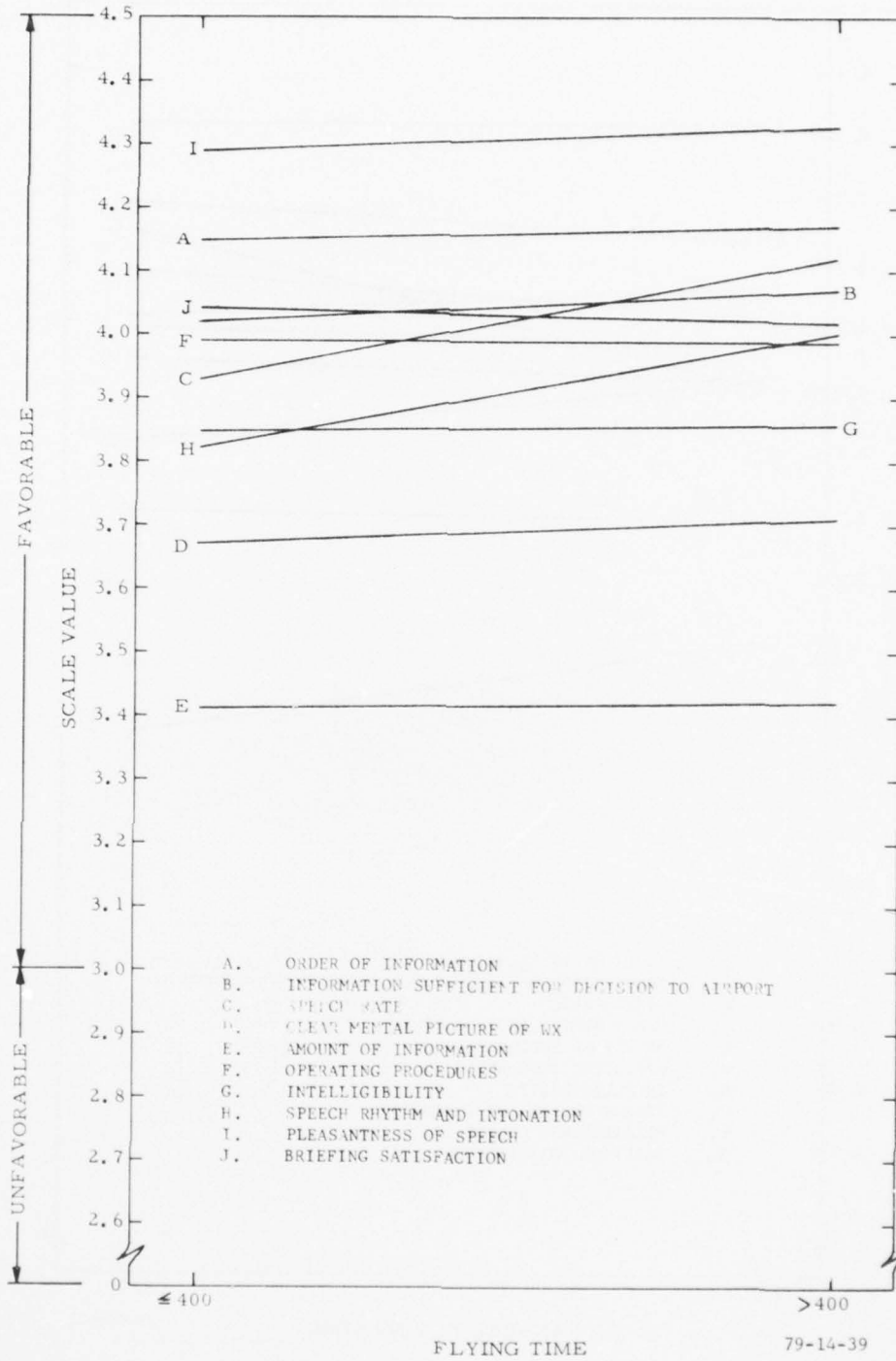


FIGURE 43. SCALE VALUE COMPARISONS FOR QUESTION 6, OVER VERSUS UNDER 400 HOURS PILOT TOTAL FLYING TIME

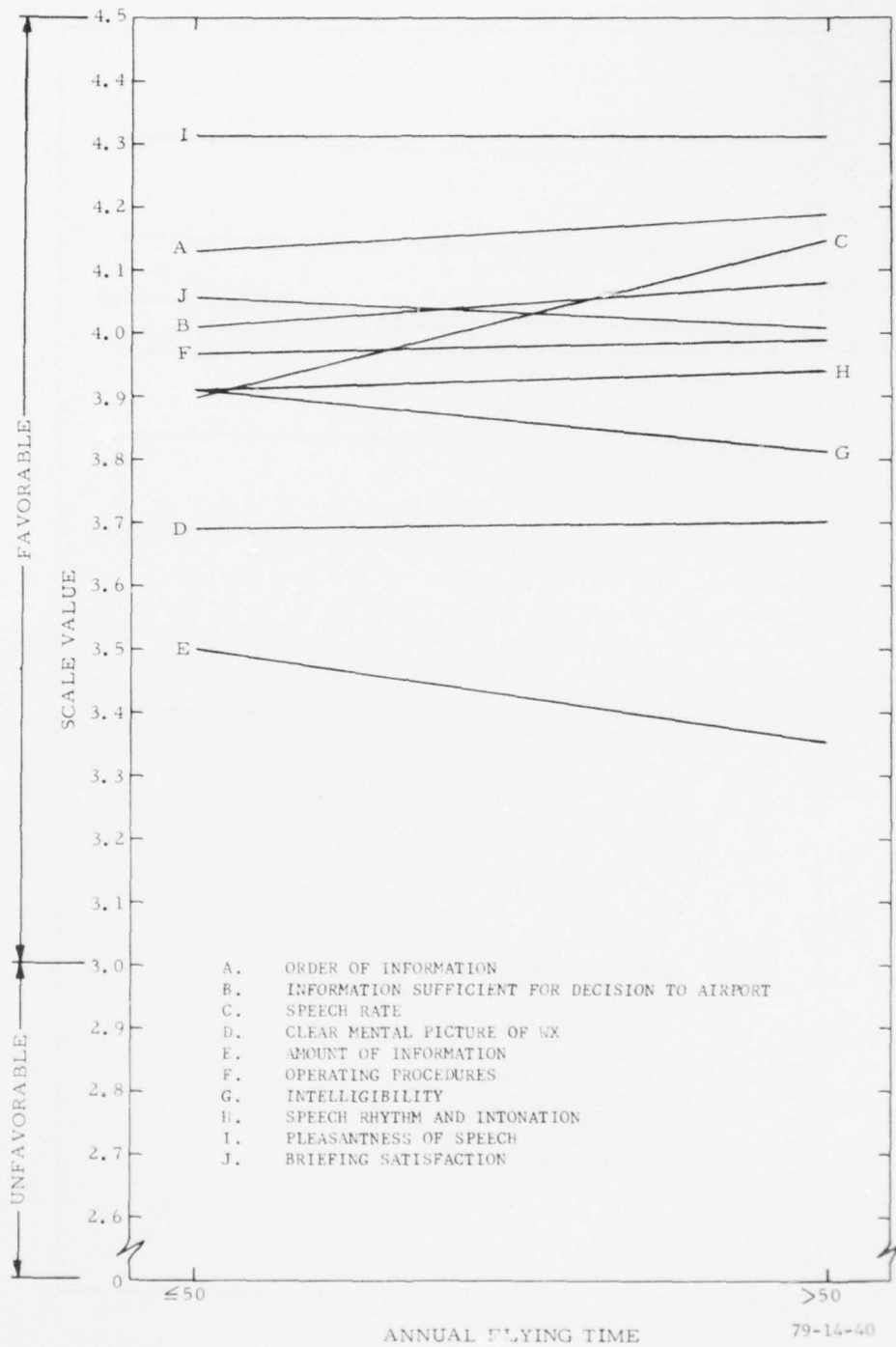


FIGURE 44. SCALE VALUE COMPARISONS FOR QUESTION 6, OVER VERSUS UNDER 50 ANNUAL HOURS FLYING TIME

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NATIONAL AVIATION FACILITIES EXPERIMENTAL CENTER ATL--ETC F/G 4/2
VOICE RESPONSE SYSTEM (VRS) SURVEY.(U)
JUL 79 E SHOCHET, H MILLIGAN, R J REGAN

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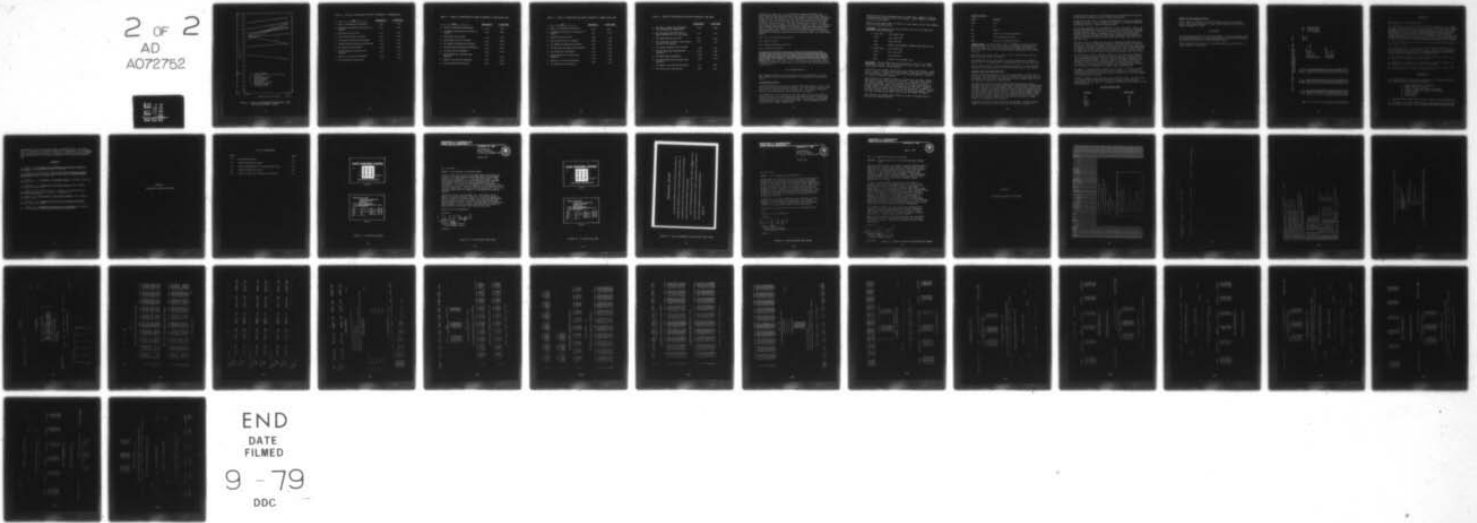
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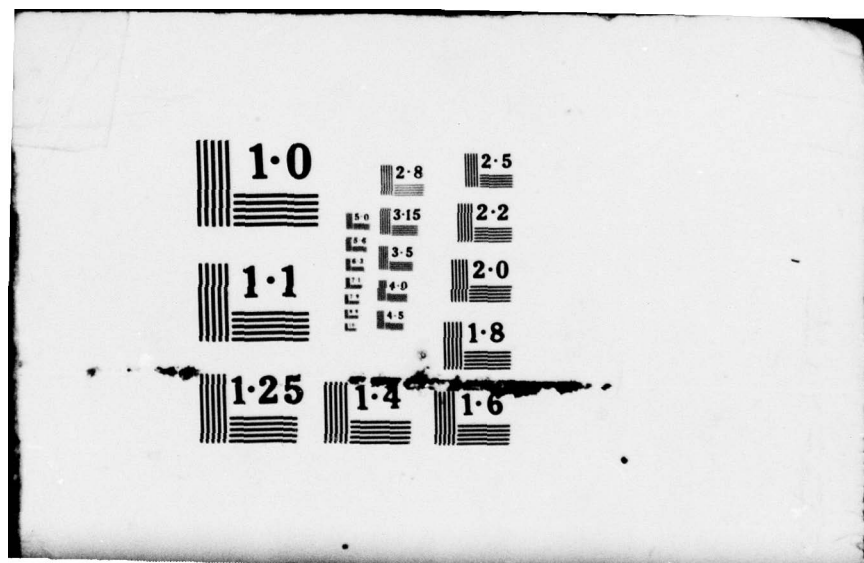
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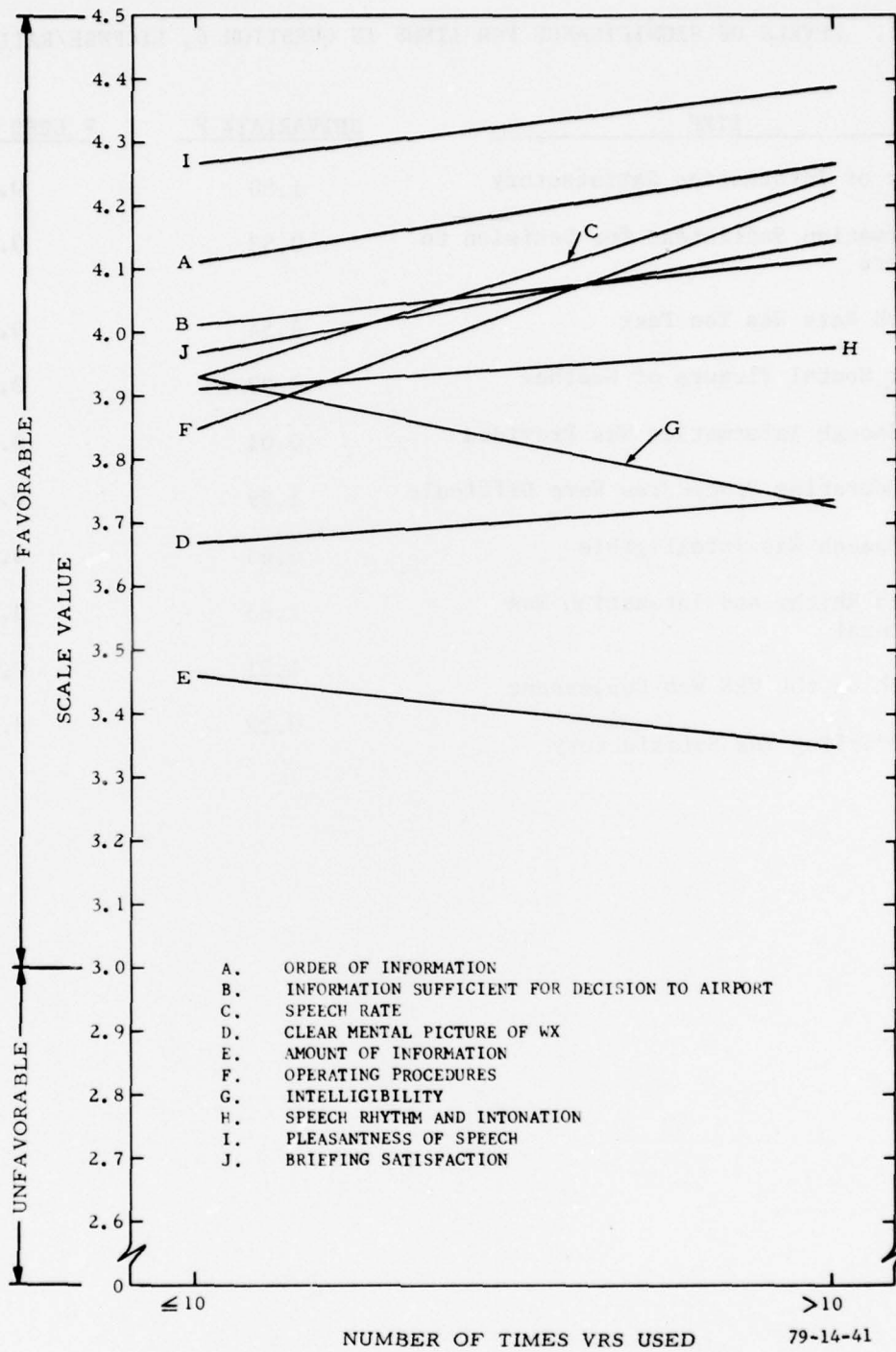


FIGURE 45. SCALE VALUE COMPARISONS FOR QUESTION 6, USED VRS OVER VERSUS UNDER 10 TIMES

TABLE 41. LEVELS OF SIGNIFICANCE FOR ITEMS IN QUESTION 6, LICENSE/RATING

<u>ITEM</u>	<u>UNIVARIATE F</u>	<u>P LESS THAN</u>
a. Order of Information Satisfactory	1.80	0.18
b. Information Sufficient for Decision to Airport	0.53	0.47
c. Speech Rate Was Too Fast	4.54	0.03
d. Clear Mental Picture of Weather	0.27	0.61
e. Not Enough Information Was Provided	0.01	0.91
f. VRS Operating Procedures Were Difficult	1.59	0.21
g. The Speech Was Intelligible	0.45	0.50
h. Speech Rhythm and Intonation Was Unnatural	2.63	0.11
i. Speech on the VRS Was Unpleasant	1.31	0.25
j. The Briefing Was Satisfactory	0.22	0.64

TABLE 42. LEVELS OF SIGNIFICANCE FOR ITEMS IN QUESTION 6, TOTAL FLYING TIME

<u>ITEM</u>	<u>UNIVARIATE F</u>	<u>P LESS THAN</u>
a. Order of Information Satisfactory	0.59	0.44
b. Information Sufficient for Decision to Airport	2.42	0.12
c. Speech Rate Was Too Fast	0.47	0.49
d. Clear Mental Picture of Weather	0.04	0.84
e. Not Enough Information Was Provided	0.07	0.79
f. VRS Operating Procedures Were Difficult	0.95	0.33
g. The Speech Was Intelligible	0.69	0.41
h. Speech Rhythm and Intonation Was Unnatural	1.44	0.23
i. Speech on the VRS Was Unpleasant	0.16	0.69
j. The Briefing Was Satisfactory	0.00	0.95

TABLE 43. LEVELS OF SIGNIFICANCE FOR ITEMS IN QUESTION 6, ANNUAL FLYING TIME

<u>ITEM</u>	<u>UNVARIATE F</u>	<u>P LESS THAN</u>
a. Order of Information Satisfactory	0.21	0.64
b. Information Sufficient for Decision to Airport	1.13	0.29
c. Speech Rate Was Too Fast	3.84	0.05
d. Clear Mental Picture of Weather	0.00	1.00
e. Not Enough Information Was Provided	2.34	0.13
f. VRS Operating Procedures Were Difficult	0.01	0.94
g. The Speech Was Intelligible	0.47	0.49
h. Speech Rhythm and Intonation Was Unnatural	0.16	0.69
i. Speech on the VRS Was Unpleasant	0.14	0.71
j. The Briefing Was Satisfactory	0.24	0.62

TABLE 44. LEVELS OF SIGNIFICANCE FOR ITEMS IN QUESTION 6, VRS USAGE

	<u>UNIVARIATE F</u>	<u>P LESS THAN</u>
a. The Order in Which the Information Was Presented Was Satisfactory.	4.19	0.04
b. The Information Was Sufficient to Make a Decision to Go to the Airport.	1.72	0.19
c. The Speech Rate Was Too Fast.	8.71	0.00
d. The Information Provides a Clear Mental Picture of the Weather.	0.54	0.46
e. Not Enough Information Was Provided	0.58	0.45
f. The VRS Operating Procedures Were Difficult.	12.23	0.00
g. The Speech Was Intelligible.	1.67	0.20
h. The Speech Rhythm and Intonation Was Unnatural.	0.80	0.37
i. The Speech on the VRS Was Unpleasant.	3.07	0.08
j. The Briefing Was Satisfactory.	5.66	0.02

VFR pilot (see figure 42). No statistically significant difference was found between pilots with less than or equal to 400 hours of flying time and pilots with more than 400 hours. Table 43 indicates a statistically significant difference ($p \leq .05$) between pilots with less than or equal to 50 hours flown during the past 12 months and those that flew more than 50 hours with respect to item 6c, "Speech too fast." The pilot with more than 50 hours of flight time during the past 12 months responded more favorably to item 6c (by disagreeing or strongly disagreeing with the statement), thus producing a higher scale value (see figure 44). Numerous statistically significant differences were found between respondents who used the VRS less than or equal to 10 times and respondents who used the system more than 10 times with respect to the following items:

- 6(a) Order of Information Satisfactory
- 6(c) Speech Too Fast
- 6(f) Operating Procedures Difficult
- 6(j) Briefing Satisfactory

In all of the above cases, pilots who used the system more than 10 times responded more favorably to the VRS than pilots who used the system 10 times or less. That is to say, the more frequent users of the VRS (> 10) rated the system significantly higher in the above listed areas than the less frequent users (≤ 10) (see figure 45). This was especially true for item 6g, "The VRS operating procedures were difficult." For this item, p was less than 0.0006. As might be expected, the more frequent user found the VRS operating procedures less difficult.

VRS TELEPHONE ACTIVITY

The following explanation and description of the procedures used to collect VRS telephone activity data was provided by the Transportation System Center (TSC).

VRS STATISTICAL REPORT.

During each VRS operating day, raw statistical data are stored in a file. This file is the basis of the statistical report. The first block of the file contains both the starting time and the finish time. These values of data and minute of day are presented on the first page of the report.

The remainder of the raw statistical data file consists of records, with one record per event. The event records are subdivided by channel. Within each channel the records are in chronological order. The records of each channel are divided into users. A new user starts with a channel ringing event and terminates with a channel hangup event.

Each line in the report represents data for single user. However, no user is included unless he did more than dial the phone. A daily summary is included at the end of the report.

There are three report forms; the header, the user report, and the daily summary. Each will be described below.

THE HEADER. The header has the start and finish time for the raw data file, with the following information:

- 1) Start Date year, month, date
 Block first data block
 Byte first data byte
 Time minutes since midnight Greenwich Mean Time (G.m.t.)
- 2) Finish Date year, month, day
 Block last data block
 Byte last data byte
 Time minutes since midnight G.m.t.

USER REPORT. The User Report has one line per user. There are 17 columns, divided into 4 groups. The first group has one column, G.m.t. time. This is the time of the user channel hang up.

Group two has four columns, each of which is a count of user requests. Column Loc is a count of location identifiers entered. Column SA is a count of SA reports requested. Column FT is a count of FT reports requested. Column FD is a count of FD reports requested.

Group three has six columns and shows the allocation of user time. Column Time shows the total time allocated to the user. Column Over shows the time allocated to overhead. Column Loc shows the time allocated to entering location identifiers. This is from entrance of the first letter until the message is sent to the PDP 11-70 and accepted by the PDP 11-70. Column SA is time from the SA request until all SA's have been spoken. Column FT is the time from a request for FT reports until all FT reports are spoken. Column FD is the time from the FD request until all the FD reports are spoken.

Group four has six columns, which contain the counts of how many times the user used the special functions.

Special Functions

<u>Title</u>	<u>Function</u>
Stop	Stop
Go	Go
RPT	Repeat
DEL	Cancel last location identifier
JMP	Skip remainder of report
BEG	Recycle to beginning protocol

SUMMARY REPORT. The fourth report type is a summary of the day's activity. The first column is the hour G.m.t. The second column is the number of users during the hour. The third column is the average time used by each user. The fourth column is the maximum number of simultaneous users during the hour.

Below this is the total number of user. This is after deleting users who rang up and then hung up the channel.

The average time is the total time by all users, divided by the number of users. Next is the maximum number of simultaneous users for the entire day.

The fractional percent is found by summing the times for all users and dividing the time for each purpose by the total time users were on the system.

ANALYSIS OF THE VRS STATISTICAL FILE.

During each VRS operating day, a trace file is maintained. In block zero of the file is the starting date and time in seconds and finishing date and time in seconds. The first page of the statistical report contains these data as date and time in minutes for identification.

The remainder of the file contains event records and these are used for analysis. The event records are subdivided into groups based on channel number. The events records are in chronological order. User's records are defined as all those records for a channel which are between a channel ringing record and the first channel hungup record inclusive. Specifically, the channel ringing is when the lower byte of US.FLC equals five and the channel hungup is when the lower byte of US.FLC equals six. The statistics for each user is put on one line of the report. However, any user whose second event is channel hungup is not recorded in the statistics.

Using the user data, the gross statistics are computed. The time of day in column one is the G.m.t. time on the event record channel hungup. The

briefing time in column six is the difference in time between the time of day on the channel ringing event and the channel hungup event.

In order to get the counts in columns two through five, each user records are divided into passes. A pass consists of two phases, (1) a location identifier entering phase and (2) a report requesting phase.

The location identifier count in column two is done in two parts. First, the location entering phase is checked to locate the record which has the greatest location identifier count. This is the location count for the pass. Then the location count for the pass is summed up for the user to get the location count for the user in column two. The location identifier input phase is defined by the high order byte of US.KEY being either equal to one (Loc ID) or five (Nxt Loc).

The report count is computed for each pass by checking the high order byte of US.KEY. If a report is requested during that pass (13 for SA's, 15 for FT's, 19 for FD's), the number of reports of that type requested for that pass equals the number of location identifiers entered that pass. This is then summed over the passes for that user and entered in columns three, four, and five. Use of the repeat special key may lead to getting multiple report counts in one pass.

The allocation of time to overhead, location, SA, FT, and FD are allocated by use of the high order byte of US.KEY. When two consecutive records for one user have different keyword values, the time between them is allocated to the second record keyword value. For this purpose: (1) keyword values one (Loc ID) and five (Nct Loc) are considered equal; (2) keyword values 16 (wind), 17 (time), and 18 (altitude) are FD reports, and (3) keyword values 2 (brief) and 4 (brief 2) are assigned to the report request preceding them.

An example of assigning keyword values brief and brief 2. If there are three consecutive records for one user and the first keyword value is 13 (SA), the second record two (brief), and third record four (brief 2), the routine assumes all keyword values are 13 (SA).

Columns 11 through 15 contain counts of the special functions. As each record is processed, the low order byte of US.STA is checked. If the byte has a value greater than 40 octal, it is processed by incrementing the counter for that special function.

SPECIAL FUNCTION CODES

<u>FUNCTION</u>	<u>OCTAL VALUE</u>
Stop	42
Go	43
Begin	44
Repeat	45
Jump	46
Delete	51

SUMMARY OF VRS TELEPHONE ACTIVITY.

Table 45 shows the summary of the VRS telephone activity for the period June 1, 1978, through September 30, 1978. (Data collection for this report ended on September 30, 1978).

AOPA SURVEY

The Aircraft Owners and Pilots Association (AOPA), at their own expense, printed and mailed approximately 11,000 questionnaires to pilots, requesting their participation in evaluating the Voice Response System.

The data received from that survey, gave approximately the same results as those contained in this report.

CONCLUSIONS

From the results, it is concluded that:

1. *The VRS is a practical and effective means by which pilots can, in many instances, obtain a satisfactory overview of weather conditions. For preflight planning, 56 percent of the pilots indicated that it was unnecessary to call the Flight Service Station (FSS) for weather information after receiving the VRS briefing. Of those who still found it necessary to call the FSS for weather information after receiving the VRS briefing, 90 percent indicated that the VRS briefing reduced the time on line with the FSS. The average reduction in time on line with FSS for preflight planning was estimated to be 47 percent.*
2. *The VRS operating procedures are simple enough for most pilots to master with minimal practice.*
3. *The public reaction to the VRS was highly favorable. Analysis of the data obtained from the questionnaires indicates a high level of acceptance of the VRS. Ninety-three percent of the respondents indicated that the VRS is either "suitable with minor changes" or "suitable as is."*
4. *No significant difference in the results existed between license types or experience levels of general aviation pilots.*
5. *The quality of speech (i.e., pleasantness, rate rhythm, intonation, and intelligibility) are acceptable for public dissemination.*
6. *Additional weather products and the provision of NOTAM's would provide for a better overview of weather and flying conditions.*

RECOMMENDATIONS

1. The following seven additional products should be incorporated into the Voice Response System as they become available.
 1. PIREP's--Pilot reports on weather
 2. NOTAM's--Notices to airmen
 3. SIGMET's--Significant weather information
 4. AIRMET's--Airmens Meteorological Information
 5. Weather Synopsis
 6. Route Forecast
 7. Area Forecast
2. The spoken name readback method should be used for location indentifiers.
3. The impact of the Voice Response System on FSS specialist workload was not and cannot be determined in the Washington metropolitan area due to many

improvements such as MAPS, improved PATWAS, TEL-TWEB, 800 lines, and consolidation. In the event a second VRS installation is implemented, it is recommended that a further study be conducted to determine the effects of the VRS on specialists' workload and that this study be performed in a controlled field environment.

REFERENCES

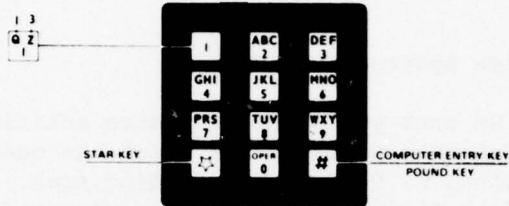
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APPENDIX A
PERTINENT VRS SURVEY LITERATURE

LIST OF ILLUSTRATIONS

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A-2	First Followup Cover Letter	A-2
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VOICE RESPONSE SYSTEM



System Access dial 202-347-3222

FRONT

PRODUCTS AVAILABLE:

- HOURLY SURFACE OBSERVATIONS
- TERMINAL FORECASTS
- WINDS ALOFT

LETTERS: IDENTIFY APPROPRIATE KEY
SELECT LETTER POSITION ON KEY BY 1, 2 OR 3

NUMBERS: ENTER DIGITS ONLY

ENTER _____	#	#			REPEAT _____	*	7
YES (Y) _____	9	#	#		JUMP AHEAD _____	*	8
NO (N) _____	8	#	#		DELETE _____	*	3
STOP _____	*				BEGIN OVER _____	*	2
GO _____	*	4					

BACK

FIGURE A-1. VRS WALLET-SIZE CARD

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

WASHINGTON, D.C. 20590

Form Approved
OMB No. 04-S78010
Use Expires September 1978



August 1978

TO: All Pilots

SUBJECT: Voice Response System (VRS) Survey

In July of this year, we sent you a questionnaire soliciting your opinion of the Voice Response System (VRS) which has been demonstrated in the Washington, D. C., and surrounding area. If you have already responded to the survey questions, please disregard this reminder and accept our sincere appreciation for your cooperation. If you have not yet completed the questionnaire, or if you were not able to access the VRS prior to the time you received the first questionnaire and have now had an opportunity to do so, we earnestly request that you complete the questionnaire as soon as possible.

The success of this survey depends, to a large extent, on the number of responses obtained. Therefore, we are most anxious to get your reaction to the VRS concept. Your voluntary participation will help ensure that the flying public gets the best available weather information which, in turn, will help make flying safer and more enjoyable. Since we do have a time limit on this survey, we would appreciate its return within fourteen (14) days.

Thank you for your cooperation.

Sincerely,

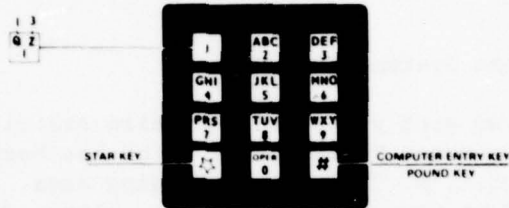
A handwritten signature in cursive script that reads "David J. Sheftel".

DAVID J. SHEFTEL
Director, Systems Research
and Development Service

Enclosure

FIGURE A-2. FIRST FOLLOWUP COVER LETTER

VOICE RESPONSE SYSTEM



System Access dial 202-347-3222

FRONT

PRODUCTS AVAILABLE:

- HOURLY SURFACE OBSERVATIONS
- TERMINAL FORECASTS
- WINDS ALOFT

LETTERS: IDENTIFY APPROPRIATE KEY
SELECT LETTER POSITION ON KEY BY 1, 2 OR 3

NUMBERS: ENTER DIGITS ONLY

ENTER	1	2	REPEAT	*	7
YES (Y)	9	8	JUMP AHEAD	*	6
NO (N)	6	8	DELETE	*	3
STOP	*		BEGIN OVER	*	2
GO	*	4			

BACK

FIGURE A-1. VRS WALLET-SIZE CARD

IMPORTANT NOTICE

You have been randomly selected and invited to participate in a scientifically designed survey to assess the usability of the VRS. It is essential to the success of the project that we receive responses from all those pilots included in the sample.

All of the FAA questionnaires used in this study are yellow in color. If you have not already done so, would you please take a few minutes of your time to respond on the enclosed questionnaire.

Thank you.

FIGURE A-3. NOTICE ACCOMPANYING FIRST FOLLOWUP COVER LETTER

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

WASHINGTON, D.C. 20590

Form Approved
OMB No. 04-S78010
Use Expires September 1978



August 1978

TO: All Pilots

SUBJECT: Voice Response System (VRS) Survey

In early August of this year, we sent you a follow-up letter and questionnaire soliciting your views and opinions on the Voice Response System (VRS), which has been demonstrated in Washington, D. C., and surrounding areas. If you have not had a chance to fill out the questionnaire, we earnestly request that you take a few minutes to complete the form. In the event that you may have misplaced the questionnaire, we are enclosing another copy. This voluntary questionnaire is preaddressed and self mailing. Since we do have a time limit on the survey, we would appreciate its return within 14 days.

In a survey of this kind, meaningful results depend, in a large measure, on the magnitude of participation. The ultimate objective of the VRS test is to help make flying safer and more enjoyable for you and other members of the flying public.

We would be most grateful for your help in accomplishing this task.

Thank you for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "David J. Sheftel".

DAVID J. SHEFTEL
Director, Systems Research
and Development Service

Enclosure

FIGURE A-4. SECOND FOLLOWUP COVER LETTER

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

WASHINGTON, D.C. 20591



August 1978

TO: All Computer Generated Voice Users

SUBJECT: Pilot Evaluation of the Voice Response System
(VRS)

For the past 4 months, the Federal Aviation Administration (FAA) has been conducting a public demonstration of the experimental computer generated VRS. Pilot participation thus far in the demonstration has been excellent and interest in the concept from the general public and technical communities has been abundant. The performance of the system has been improved since the start of the demonstration in April providing increased system availability to pilots.

In July, a questionnaire was mailed by the FAA to a scientifically selected sample of pilots to obtain user reaction and input on the VRS concept. Additional questionnaire forms have also been made available by user organizations in the Washington, D. C., area. We encourage pilot participation in these surveys and particularly solicit the input of those pilots selected in the FAA's sample. To assure all pilots have an opportunity to voluntarily take part in the VRS survey, the FAA will distribute post-paid questionnaire forms to fixed-based operators facilities in the Washington, D. C., area. These forms will be made available through September 30, 1978, at which time all data collection will be terminated.

In response to many inquiries regarding information on location identifiers for system use, several reference charts have been assembled and are enclosed for your convenience. We believe this data will greatly enhance your ability to effectively use the system.

Again, we encourage your participation in the evaluation survey and take this opportunity to thank you for your interest and support during this important phase of VRS development.

Sincerely,

A handwritten signature in cursive script that reads "David J. Sheftel".

DAVID J. SHEFTEL
Director, Systems Research
and Development Service

Enclosure

FIGURE A-5. LETTER TO PILOTS NOT SELECTED FOR VRS SURVEY

APPENDIX B

MULTIVARIATE ANALYSIS OF VARIANCE

H A S P S Y S T E M I C G

\$ 14.16.57 JOB 546 -- PATRUITY -- BEGINNING EXEC -- INIT 3 -- CLASS N
\$ 14.28.48 JOB 586 END EXECUTION

HASP-II JOB STATISTICS -- 499 CARDS READ -- 1455 LINES PRINTED -- 0 CARDS PUNCHED -- 11.86 MINUTES CALCULATION TIME

UNIVARIATE AND MULTIVARIATE ANALYSIS OF VARIANCE, COVARIANCE, AND REGRESSION

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PROBLEM

ANALYSIS OF VRS QUESTIONNAIRE QUESTION 6

PAGE 1

PAGE 2

INPUT PARAMETERS

NUMBER OF VARIABLES IN INPUT VECTORS = 10

NUMBER OF FACTORS IN DESIGN = 4

NUMBER OF LEVELS OF FACTOR 1 (L/RATING) = 2

NUMBER OF LEVELS OF FACTOR 2 (TOTFLYHR) = 2

NUMBER OF LEVELS OF FACTOR 3 (ANNFLYHR) = 2

NUMBER OF LEVELS OF FACTOR 4 (VRS USED) = 2

INPUT IS FROM CARDS, DATA OPTION ?

MINIMAL PAGE SPACING WILL BE USED

FORMAT OF DATA
(12X,10F1.0)

FIRST OBSERVATION
SUBJECT 1 1 CELL 1 1 1 1 1 1 1 1 1 1
5.0000 5.0000 5.0000 5.0000 5.0000 5.0000 5.0000 5.0000 5.0000 5.0000

PAGE 3

CELL IDENTIFICATION AND FREQUENCIES

CELL	FACTOR LEVELS	L/RATING	TOTFLYHR	ANNFLYHR	VRS USED	N
1	1	1	1	1	1	65
2	1	1	1	2	1	28
3	1	1	2	1	1	26
4	1	1	2	2	1	22
5	1	2	1	1	1	15
6	1	2	1	2	1	4
7	1	2	2	1	1	15
8	1	2	2	2	1	4
9	2	1	1	1	1	7
10	2	1	1	2	1	2
11	2	2	1	1	1	5
12	2	2	1	2	1	8
13	2	2	2	1	1	4

FACTORS 1 (L/RATING)

LEVEL 1
N = 176.

MEANS
INFO SAT = 4.112 INFO SUP = 4.084 CLP PICT = 3.670 LACK INFO = 3.425
VRS DIFC = 3.911 INTELLIG = 3.905 UNPLEASA = 4.274 BRK SATF = 4.050

RATEFAST = 3.947
UNATURAL = 3.849

LEVEL 2
N = 225.

MEANS
INFO SAT = 4.276 INFO SUP = 4.222 CLP PICT = 3.716 LACK INFO = 3.413
VRS DIFC = 4.030 INTELLIG = 3.918 UNPLEASA = 4.317 BRK SATF = 4.013

RATEFAST = 4.133
UNATURAL = 3.976

FACTORS 2 (TOTALYHR)

LEVEL 1
N = 163.

MEANS
INFO SAT = 4.147 INFO SUP = 4.018 CLP PICT = 3.669 LACK INFO = 3.411
VRS DIFC = 3.959 INTELLIG = 3.847 UNPLEASA = 4.294 BRK SATF = 4.043

RATEFAST = 3.826
UNATURAL = 3.822

LEVEL 2
N = 241.

MEANS
INFO SAT = 4.174 INFO SUP = 4.071 CLP PICT = 3.714 LACK INFO = 3.423
VRS DIFC = 3.983 INTELLIG = 3.863 UNPLEASA = 4.328 BRK SATF = 4.021

RATEFAST = 4.120
UNATURAL = 4.004

FACTORS 3 (AMPLYHR)

LEVEL 1
N = 175.

MEANS
INFO SAT = 4.131 INFO SUP = 4.006 CLP PICT = 3.686 LACK INFO = 3.393
VRS DIFC = 3.900 INTELLIG = 3.914 UNPLEASA = 4.214 BRK SATF = 4.057

RATEFAST = 3.897
UNATURAL = 3.916

LEVEL 2
N = 220.

MEANS
INFO SAT = 4.139 INFO SUP = 4.093 CLP PICT = 3.773 LACK INFO = 3.354
VRS DIFC = 3.971 INTELLIG = 3.912 UNPLEASA = 4.314 BRK SATF = 4.009

RATEFAST = 4.153
UNATURAL = 3.943

FACTORS 4 (VRS. USED)

LEVEL 1
N = 206.

MEANS
LACKINFO= 3.425
BKF SAIF= 3.966

CLP PICT= 3.673
UNPLEASA= 4.274

RATEFAST= 3.922
UNATURAL= 3.906

INFO SUF= 4.11
INTELLIG= 3.925

INFO SAT= 4.119
VRS DIFC= 3.923

LEVEL 2
N = 136.

LACKINFO= 3.348
BKF SAIF= 4.152

CLP PICT= 3.739
UNPLEASA= 4.391

RATEFAST= 4.254
UNATURAL= 3.578

INFO SUF= 4.123
INTELLIG= 3.725

INFO SAT= 4.258
VRS DIFC= 4.225

ESTIMATION PARAMETERS

PAGE 3

RANK OF THE BASIS = RANK OF MODEL FOR SIGNIFICANCE TESTING = 5

RANK OF THE MODEL TO BE ESTIMATED IS 5

ERROR TERM TO BE USED IS (RESIDUAL)

NUMBER OF ORDERS OF THE BASIS VECTORS OTHER THAN THE FIRST IS 3

ESTIMATED CELL MEANS, RESIDUALS AND RESIDUALS IN FORM OF T-STATISTICS WILL BE PRINTED

SYMBOLIC CONTRAST VECTORS

PAGE 6

- (1) 00,00,00,00,
- (2) 01,00,00,00,
- (3) 00,01,00,00,
- (4) 00,00,01,00,
- (5) 00,00,00,01,

L/RATING

TOTEL YHR

ANHEL YH9

VRS USED

ERROR CORRELATION MATRIX

	1	2	3	4	5	6	7	8	9	10
	INFO SAT	INFO SUF	RATEFAST	CLP PICT	LACKINFO	VRS DIFC	INTELLIG	UNATURAL	UNPLEASA	BKF SAIF
1	INFO SAT	1.000000								
2	INFO SUF	.467560	1.000000							
3	RATEFAST	.286671	.158288	1.000000						
4	CLP PICT	.232631	.444375	.167757	1.000000					
5	LACKINFO	.211386	.167118	.167757	.188816	1.000000				
6	VRS DIFC	.332631	.234000	.250288	.425611	.515971	1.000000			
7	INTELLIG	.127177	.31748	.250288	.425611	.515971	.3914532	1.000000		
8	UNATURAL	.196273	.212732	.131633	.1313463	.159671	.3914532	.3914532	1.000000	

4 UNPLEASA 1.239722 0.113462 0.196971 0.199733 0.268714 0.263084 0.555881 1.000000
 1 BPF SATF .436 77 .472125 .213718 .602414 .439623 0.236148 0.229814 0.144108 0.222723 1.000000

VARIABLE VARIANCE STANDARD DEVIATION
 (ERROR MEAN SQUARES)

1 INFO SAT 0.476146 0.6900
 2 INFO SUF 0.718514 0.8479
 3 RATEFAST 0.932132 0.9655
 4 CLR PICT 2.784168 1.8742
 5 LACKINFO 1.075379 1.0370
 6 VPS DIFC 0.981828 0.9904
 7 INTELLIG 1.689554 1.2998
 8 UNATURAL 0.811972 0.9011
 9 UNPLEASA 0.423977 0.6556
 1 BPF SATF 0.6162 0.7859

U.F. = 399.

ERROR TERM FOR ANALYSIS OF VARIANCE (RESIDUAL)

LEAST SQUARE ESTIMATES OF EFFECTS -- EFFECTS X VARIABLES

	1	2	3	4	5	6	7	8	9	10
	INFO SAT	INFO SUF	RATEFAST	CLR PICT	LACKINFO	VPS DIFC	INTELLIG	UNATURAL	UNPLEASA	BPF SATF
1	4.184811	4.057251	4.065210	3.722334	3.409953	4.036460	3.828130	3.928574	4.331946	4.664359
2	-0.615111	0.112178	0.32516	-0.181	-0.055	0.54371	0.76795	0.21154	0.46609	0.024928
3	1.28925	0.094957	0.054457	-0.017525	0.026376	0.04017	-0.07172	-0.086126	0.008594	-0.122048
4	-0.7736	-0.06232	-0.081321	0.004815	0.079673	0.126221	0.035939	0.025204	0.020976	-0.04635
5	0.75131	0.5999	0.151571	0.3422	0.42124	-0.186246	0.087434	-0.042753	0.009412	-0.0099503

ESTIMATES OF EFFECTS IN STANDARD DEVIATION UNITS--EFF X VARS

	1	2	3	4	5	6	7	8	9	10
	INFO SAT	INFO SUF	RATEFAST	CLR PICT	LACKINFO	VPS DIFC	INTELLIG	UNATURAL	UNPLEASA	BPF SATF
1	0.64652	4.749129	4.21412	4.295273	3.283271	4.78747	2.945381	4.359780	6.815011	5.177597
2	-0.49163	0.13232	0.33619	-0.12350	-0.0465	0.52285	0.5981	0.23476	0.73532	0.31794
3	0.041919	0.111993	0.030445	0.02255	0.025635	0.040616	-0.053985	-0.095557	0.010862	-0.028087
4	-0.11197	-0.04783	-0.04225	0.00553	0.076833	0.12955	0.027044	0.027970	0.003302	0.003706
5	0.1083	0.0972	0.156992	0.39125	0.462	-0.18638	0.0885	0.47446	-0.093100	0.126579

STANDARD DEVIATIONS OF LEAST-SQUARES ESTIMATES--EFFECTS BY VARS

1 2 3 4 5 6 7

1	2	3	4	5	6	7	8	9	10
4.0087210-02	4.54488570-02	5.17511180-02	5.17511180-02	4.6851170-02	5.5585620-02	5.3785770-02	5.3785770-02	6.9073510-02	6.9073510-02
4.5227210-02	6.11481950-02	6.8867160-02	6.8867160-02	6.2354530-02	7.3965730-02	7.643140-02	7.643140-02	5.211740-02	5.211740-02
4.9501910-02	6.07874110-02	6.9315970-02	6.9315970-02	6.2760870-02	7.4451730-02	7.1103420-02	7.1103420-02	5.3321140-02	5.3321140-02
3.7511330-02	4.6592230-02	5.2484100-02	5.2484100-02	4.7520780-02	5.6272830-02	5.3837590-02	5.3837590-02	7.0060240-02	7.0060240-02
3.675941-02	4.517870-02	5.1363240-02	5.1363240-02	4.655910-02	5.5168920-02	5.2687820-02	5.2687820-02	6.9151210-02	6.9151210-02

1	2	3	4	5	6	7	8	9	10
4.831250-02	3.469490-02	4.2077330-02	4.2077330-02	4.2077330-02	4.2077330-02	4.2077330-02	4.2077330-02	4.2077330-02	4.2077330-02
6.4215270-02	4.5336900-02	5.2993420-02	5.2993420-02	5.2993420-02	5.2993420-02	5.2993420-02	5.2993420-02	5.2993420-02	5.2993420-02
5.569470-02	4.5632290-02	5.6358240-02	5.6358240-02	5.6358240-02	5.6358240-02	5.6358240-02	5.6358240-02	5.6358240-02	5.6358240-02
4.598460-02	3.4551540-02	4.2672940-02	4.2672940-02	4.2672940-02	4.2672940-02	4.2672940-02	4.2672940-02	4.2672940-02	4.2672940-02
4.7949470-02	3.3913650-02	4.1761600-02	4.1761600-02	4.1761600-02	4.1761600-02	4.1761600-02	4.1761600-02	4.1761600-02	4.1761600-02

LEAST-SQUARES ESTIMATES AS T-STATISTICS - EFFECTS X VARS

1	2	3	4	5	6	7	8	9	10
113.1421	39.2713	76.5492	76.0132	61.3463	76.0531	54.9434	81.3360	127.1520	96.5932
-1.2497	1.0348	-0.4722	-0.1732	-0.6683	-1.0335	0.3293	-0.3291	-1.0281	0.4457
0.5939	-1.0397	-0.2856	-0.2856	-0.3543	0.5428	-0.7519	-1.0330	0.1913	-0.3912
-0.1875	-0.8794	-1.5494	0.1113	1.4133	0.5478	0.5486	0.5145	0.6711	0.6711
-2.466	1.312	2.9513	-0.7354	0.7635	-3.4959	1.2933	-0.8918	-1.7511	-2.3795

DEGREES OF FREEDOM = 359.

ESTIMATED CELL MEANS, ALL GROUPS - CELLS X VARIABLES

1	2	3	4	5	6	7	8	9	10
4.17053	3.974341	3.745171	3.644221	3.571324	3.830780	3.900796	3.803765	4.254005	4.602210
4.221319	4.09339	4.048294	3.712625	3.416777	4.198573	3.781227	3.889271	4.372429	4.214937
4.9413	4.0974	3.97723	3.634590	3.340977	3.711618	3.888213	3.753358	4.212053	3.932592
4.24891	4.17413	4.21934	3.702955	3.296733	4.140130	3.709350	3.838964	4.239477	4.132319
4.1227	4.109755	3.85765	3.6371	3.58376	3.75466	4.14939	3.575976	4.244197	4.40346
4.167989	4.232753	4.157217	3.748475	3.469329	4.119535	3.721570	4.061482	4.350621	4.245035
4.26277	4.245319	4.16710	3.677441	3.393729	3.691674	4.228261	3.925559	4.198245	3.977089
4.17654	4.30417	4.315944	3.738845	3.25482	4.05902	4.01075	4.316009	4.176416	4.176416
4.192381	3.73185	3.81134	3.665623	3.51423	4.18492	3.930217	3.946774	4.347224	3.952295
4.42542	3.60384	4.11322	2.734227	3.626176	4.337310	3.627839	3.931981	4.036648	4.151122
4.27153	3.321545	4.672425	3.656193	3.351177	3.360341	3.734529	3.935666	4.305472	3.803677
4.357419	3.974747	4.273927	3.724597	3.266929	4.288732	3.555761	3.881173	4.423056	4.002404
4.13243	3.9806	3.91907	3.71673	3.563173	4.007735	3.94605	4.18485	4.33415	3.996391
4.085921	4.09398	4.22234	3.77177	3.478928	4.017242	3.767931	4.010371	4.031643	4.195118

15 4.149312 4.321463 4.081739 3.692043 3.403829 3.883347 3.874972 3.967878 4.251464 3.527774
 16 4.259593 4.137662 4.386888 3.767447 3.319582 4.249839 3.646104 4.053384 4.409888 4.126201

MEANS ESTIMATED BY FITTING MODEL OF RANK 5

FAW RESIDUALS - ROWS ARE FULL CELLS - COLUMNS ARE VARIABLES

	1	2	3	4	5	6	7	8	9	10
1	5673	0.121995	0.98597	0.11933	0.2341	0.1674	0.5243	0.42389	0.23236	0.17594
2	6539	0.016104	0.237421	0.001661	0.083923	0.122856	0.275916	0.257843	0.36715	0.13369
3	7227	0.171289	0.092277	0.096129	0.123561	0.074565	0.236372	0.214896	0.057178	0.127986
4	7118	0.14475	0.74571	0.16642	0.24327	0.17851	0.38105	0.206590	0.033159	0.004945
5	78874	0.031422	0.149335	0.013934	0.219743	0.083375	0.099561	0.157358	0.0593137	0.112773
6	87531	0.032453	0.151237	0.0748475	0.071929	0.131461	0.057843	0.18518	0.141374	0.254967
7	24388	0.037315	0.1676	0.136226	0.069396	0.039270	0.229561	0.258902	0.066412	0.159895
8	17654	0.038583	0.058668	0.238845	0.058482	0.031592	0.089693	0.238925	0.132331	0.426416
9	19391	0.176257	0.667329	0.19132	0.051423	0.447355	0.193493	0.274645	0.224215	0.47725
10	150623	0.036384	0.386675	0.236227	0.426176	0.387316	0.127638	0.068427	0.034352	0.151222
11	192847	0.036951	0.627175	0.656193	0.151777	0.039615	0.265371	0.604334	0.094748	0.1183677
12	267289	0.17322	0.25967	0.1543	0.516829	0.453372	0.55761	0.131173	0.046096	0.142596
13	0.04773	0.094609	0.193933	0.021673	0.211924	0.02211	0.133150	0.031715	0.041582	0.078609
14	71651	0.053598	0.336595	0.158494	0.092506	0.235822	0.418388	0.246649	0.094687	0.12369
15	9517	0.1711	0.38728	0.17634	0.016732	0.065890	0.017501	0.021370	0.054132	0.035300
16	85278	0.058233	0.043691	0.046161	0.019704	0.019618	0.033325	0.099187	0.036541	0.054214

RESIDUALS IN STD. DEV. UNITS - FULL CELLS X VARIABLES

	1	2	3	4	5	6	7	8	9	10
1	79233	0.024761	0.122538	0.022212	0.22566	0.1623	0.4316	0.4742	0.26528	0.22414
2	94771	0.116634	0.245913	0.001906	0.089929	0.12651	0.094304	0.075239	0.146431	0.117095
3	1444	0.2218	0.095515	0.109966	0.116259	0.41246	0.10331	0.238483	0.059969	0.035001
4	1216	0.16927	0.77238	0.183756	0.236589	0.179732	0.258576	0.225266	0.52171	0.005192
5	114374	0.037459	0.151154	0.015334	0.211902	0.084197	0.076596	0.174629	0.146535	0.143917
6	126831	0.038465	0.162829	0.056215	0.693178	0.122740	0.445005	0.209209	0.222437	0.324823
7	46271	0.13215	0.1724	0.224472	0.58241	0.261755	0.321973	0.297319	0.102128	0.198276
8	25943	0.455429	0.597229	0.273226	0.539517	0.312112	0.056696	0.265149	0.088441	0.046212
9	275614	0.123752	0.691193	0.218867	0.492259	0.451740	0.148861	0.3479	0.23275	0.6772
10	2729	0.2426	0.400334	0.267943	0.413963	0.291583	0.007528	0.075929	0.054048	0.192387
11	75476	0.43451	0.646616	0.756649	0.145685	0.06705	0.244158	0.070666	0.149039	0.106596
12	38787	0.26093	0.26895	0.17253	0.469387	0.45288	0.62898	0.165571	0.16615	0.24263
13	33665	0.097773	0.187273	0.011914	0.264266	0.187953	0.073957	0.035196	0.05466	0.160106
14	13833	0.05911	0.378154	0.181339	0.089199	0.238147	0.316371	0.2173721	0.149893	0.157309
15	13792	0.12622	0.4113	0.2173	0.16135	0.66531	0.13464	0.023715	0.069466	0.044469
16	123333	0.091474	0.045254	0.5286	0.01941	0.1423	0.041259	0.002278	0.057491	0.0443585

RESIDUALS AS T-STATISTICS - FULL CELLS X VARIABLES

	1	2	3	4	5	6	7	8	9	10
1	79233	0.024761	0.122538	0.022212	0.22566	0.1623	0.4316	0.4742	0.26528	0.22414
2	94771	0.116634	0.245913	0.001906	0.089929	0.12651	0.094304	0.075239	0.146431	0.117095
3	1444	0.2218	0.095515	0.109966	0.116259	0.41246	0.10331	0.238483	0.059969	0.035001
4	1216	0.16927	0.77238	0.183756	0.236589	0.179732	0.258576	0.225266	0.52171	0.005192
5	114374	0.037459	0.151154	0.015334	0.211902	0.084197	0.076596	0.174629	0.146535	0.143917
6	126831	0.038465	0.162829	0.056215	0.693178	0.122740	0.445005	0.209209	0.222437	0.324823
7	46271	0.13215	0.1724	0.224472	0.58241	0.261755	0.321973	0.297319	0.102128	0.198276
8	25943	0.455429	0.597229	0.273226	0.539517	0.312112	0.056696	0.265149	0.088441	0.046212
9	275614	0.123752	0.691193	0.218867	0.492259	0.451740	0.148861	0.3479	0.23275	0.6772
10	2729	0.2426	0.400334	0.267943	0.413963	0.291583	0.007528	0.075929	0.054048	0.192387
11	75476	0.43451	0.646616	0.756649	0.145685	0.06705	0.244158	0.070666	0.149039	0.106596
12	38787	0.26093	0.26895	0.17253	0.469387	0.45288	0.62898	0.165571	0.16615	0.24263
13	33665	0.097773	0.187273	0.011914	0.264266	0.187953	0.073957	0.035196	0.05466	0.160106
14	13833	0.05911	0.378154	0.181339	0.089199	0.238147	0.316371	0.2173721	0.149893	0.157309
15	13792	0.12622	0.4113	0.2173	0.16135	0.66531	0.13464	0.023715	0.069466	0.044469
16	123333	0.091474	0.045254	0.5286	0.01941	0.1423	0.041259	0.002278	0.057491	0.0443585

	INFO SAT	INFO SUF	RATEFAST	CLR PICT	LACKINFO	VRS DIFC	INTELLIG	UNATURAL	UNPLEASA	BKF SAT
1	-2.584239	0.237583	-1.275337	0.27474	-0.28314	0.2165	-0.5814	0.584359	-0.454121	-0.278423
2	1.633191	0.111136	1.642997	0.012696	0.540698	0.828804	0.392110	-0.50321	-0.911523	0.114016
3	-1.6642	-1.284436	0.677222	-0.699167	0.739177	-0.262371	-1.146413	-1.516280	0.271965	0.226521
4	-1.55172	0.974085	0.44329	1.5461	1.34558	1.3121E	1.03169	1.31546	0.295245	0.6229534
5	-1.535845	0.173727	0.735955	-0.371882	-0.593370	-0.394675	0.359771	0.818643	0.80944	-0.674665
6	0.269831	-0.092672	-0.346361	-1.821293	-1.474690	0.282357	0.946589	0.44519	0.473156	0.690913
7	1.647717	0.603182	0.81864	1.061701	-0.275666	-1.711017	-0.103423	-1.358954	-0.484042	0.547801
8	-0.541443	0.953973	-1.249135	-0.578229	-1.141748	-0.662641	-1.538421	0.561137	0.010430	-1.149604
9	-1.02258	0.368752	-2.026194	0.641575	-1.442883	-1.324268	0.30376	-0.893476	1.0366	-0.17815
10	1.331764	1.442052	0.583593	-0.390371	-0.598148	0.569776	-1.029319	0.110623	0.78743	-0.282294
11	0.67553	1.41769	1.557334	-1.799562	-0.349258	0.195945	0.489438	1.617817	0.357299	-0.255548
12	1.22831	0.654093	0.8519	1.544972	-1.57862	-1.45165	-1.135879	-1.46191	-0.24276	0.171871
13	0.811233	0.861241	-1.617359	-0.016329	1.763144	1.751377	0.684976	0.393802	0.566735	0.864369
14	0.446737	0.297311	-1.626057	0.779986	0.393734	-1.024592	-1.359730	-1.177541	-0.64095	-0.677836
15	-0.227464	0.28341	0.661573	0.33275	-0.26611	1.097277	0.222058	0.391131	-1.145082	-0.741609
16	-1.378641	0.897724	0.504826	-0.589076	0.211965	0.21421E	0.022789	0.002315	0.641337	1.486214

D.o.f. = 399.

RESIDUALS ESTIMATED AFTER FITTING MODEL OF RANK 5

ANALYSIS OF VARIANCE

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10 DEPENDENT VARIABLES

- 1 INFO SAT
- 2 INFO SUF
- 3 RATEFAST
- 4 CLR PICT
- 5 LACKINFO
- 6 VRS DIFC
- 7 INTELLIG
- 8 UNATURAL
- 9 UNPLEASA
- 1 BKF SAT

NUMBER OF ALTERNATE BASIS VECTORS = 3

PRINCIPAL COMPONENTS OF CORRELATION MATRIX WILL BE PRINTED

DISCRIMINANT ANALYSIS WILL BE PERFORMED FOR EACH BETWEEN CLLL HYPOTHESIS

PRINCIPAL COMPONENTS -- VARIABLES X COMPONENTS (ROWS X COLS)

	1	2	3	4	5	6	7	8	9	10
1 INFO SAT	0.679273	0.190435	0.301264	0.121175	0.439428	0.227912	0.559886	0.45098	0.546578	0.23591
2 INFO SUF	0.576363	0.33345	0.2341	0.194934	0.17725	0.26659	0.162591	-0.416824	-0.154555	-0.275095
3 RATEFAST	0.697273	0.3131	0.298637	0.256837	0.527	0.456472	0.122101	0.062937	-0.044029	-0.003126

4 CLR PICT	-.66593	0.325167	-0.177332	-0.186236	0.005829	-0.11001E	-0.017182	0.049682	0.037106	-0.0400262
5 LACKINFO	-0.639481	0.207699	-0.200358	0.003476	-0.468134	-0.27959	.231681	-0.139309	0.230661	-0.103261
6 VRS DIEC	-0.607789	0.233799	-0.211139	0.619785	-0.126887	-0.437947	-0.363167	-0.168449	-0.151881	-0.036135
7 INTELLIG	-0.126134	-0.111169	0.173159	-0.520653	-0.124748	-0.289297	0.022792	0.001062	-0.026424	0.042477
8 UNATURAL	-0.4459	-0.33617	-0.332805	-0.294316	-0.121919	0.7382	-0.1521	-0.174364	-0.0441487	0.005151
9 UNPLEASA	-0.529831	-0.642517	-0.204712	-0.156005	-0.055579	-0.046813	0.116629	0.157782	0.225354	-0.036019
1 BRF SAFE	-0.713872	0.293289	-0.062133	-0.033403	0.056671	-0.040228	0.218899	0.485145	-0.036786	-0.12762

VECTOR	EIGENVALUE	PER CENT OF VARIATION
1	3.225410	32.2541
2	1.912788	14.1279
3	1.108986	11.0899
4	0.906628	9.0663
5	0.744611	7.4461
6	0.658194	6.5819
7	0.563294	5.6329
8	0.521922	5.2192
9	0.448179	4.4818
10	0.389998	3.8999

COMPUTED FROM CORRELATION MATRIX

HYPOTHESIS 1 1 DEGREE(S) OF FREEDOM

00.00.00.00

F-RATIO FOR MULTIVARIATE TEST OF EQUALITY OF MEAN VECTORS= 3135.942

D.F.= 10, AND 390,000 P LESS THAN 0.001

VARIABLE	HYPOTHESIS MEAN S ₁	UNIVARIATE F	P LESS THAN	STEP DOWN F	P LESS THAN
1 INFO SAT	74.207822	1477.2266	0.0001	1477.2266	0.0001
2 INFO SUP	66.247751	9215.2695	0.0001	52.638	0.0001
3 RATEFAST	60.037153	7931.3996	0.0001	53.9121	0.0001
4 CLR PICT	55.174448	7427.4192	0.0001	18.6492	0.0001
5 LACK INFO	47.206955	4385.7959	0.0001	3.353	0.0504
6 VRS DIEC	64.011934	6525.2578	0.0001	18.1974	0.0001
7 INTELLIG	63.843267	3556.1616	0.0001	31.6477	0.0001
8 UNATURAL	62.415966	7647.3628	0.0001	50.8952	0.0001
9 UNPLEASA	72.197233	18614.7334	0.0001	86.6634	0.0001
10 BRF SAFE	65.043564	1646.3437	0.0001	6.4785	0.0113

DEGREES OF FREEDOM FOR HYPOTHESIS= 1
DEGREES OF FREEDOM FOR ERROR= 390

DISCRIMINANT ANALYSIS FOR HYPOTHESIS 1

ROY'S CRITERION = 0.9077
 n = 40
 d = 19

PER CENT OF CANONICAL VARIATION = 100.00

VARIANCE OF CANONICAL VARIATE 1 = 8.2894

--DISCRIMINANT FUNCTION COEFFICIENTS--

VARIABLE	RAW COEFFICIENT	STANDARDIZED
1 INFO SAT	-.4637	-.02705
2 INFO SUP	-.0203591	-.01726
3 PATEFAST	-.0396697	-.034
4 CLR PICT	-.0083993	-.02734
5 LACK INFO	-.0098665	-.0339
6 VFS DIFC	-.03873	-.093
7 INTELLIG	-.0173898	-.02260
8 UNATURAL	-.0263716	-.0574
9 UNPLEASA	-.028269	-.0264
10 BRF SATF	-.0209845	-.01647

HOTELLING'S TRACE CRITERION = 0.2854

BARTLETT'S CHI SQUARE TEST FOR SIGNIFICANCE OF SUCCESSIVE CANONICAL VARIATES

FOR F-D.F.S 1 THROUGH 10 CHI SQUARE = 1733.322 WITH 10 DEGREES OF FREEDOM P LESS THAN .0001

CANONICAL FORM OF LEAST SQUARE ESTIMATES-VARIATES A EFFECTS

1
 -0.047651

HYPOTHESIS 2 1 DEGREES OF FREEDOM

PAGE 9

L/RATING

F-RATIO FOR MULTIVARIATE TEST OF EQUALITY OF MEAN VECTORS = 1.175

D.F. = 17 AND 390.000 P LESS THAN 0.3-90

VARIABLE	HYPOTHESIS	FEAR SJ	UNIVARIATE F	P LESS THAN	STEP DOWN F	P LESS THAN
1 INFO SAT		0.8509	1.7997	0.1815	1.7997	0.1805
2 INFO SUF		0.378	0.5258	0.4685	2.3241	0.1282
3 RATEFAST		4.2289	6.5367	0.0338	3.7923	0.0522
4 CLP PICT		0.2134	0.2661	0.6063	0.2687	0.6046
5 LACKINFO		0.1726	0.117	0.7139	0.0668	0.7963
6 VRS DIFC		1.5562	1.5866	0.2085	0.1971	0.0574
7 INTELLIG		0.7589	7.4492	0.0023	1.951	0.0312
8 UNATURAL		2.1465	2.6312	0.1056	1.2055	0.2729
9 UNPLEASA		0.531	1.3123	0.2526	0.0616	0.8042
10 BKF SATF		0.1361	0.228	0.6388	1.083	0.2992

DEGREES OF FREEDOM FOR HYPOTHESIS = 1
DEGREES OF FREEDOM FOR ERROR = 390

DISCRIMINANT ANALYSIS FOR HYPOTHESIS 2

VARIANCE OF CANONICAL VARIATE 1 = 0.3 PER CENT OF CANONICAL VARIATION = 100.00 ROY'S CRITERION = 0.0492
N = 194.0

---DISCRIMINANT FUNCTION COEFFICIENTS---

VARIABLE	RAW COEFFICIENT	STANDARDIZED
1 INFO SAT	0.736357	0.5127
2 INFO SUF	-0.592237	-0.5222
3 RATEFAST	1.584588	0.5044
4 CLP PICT	0.268998	0.231
5 LACKINFO	-0.046324	-0.0480
6 VRS DIFC	0.147127	0.1457
7 INTELLIG	-0.220121	-0.2301
8 UNATURAL	0.412533	0.3726
9 UNPLEASA	-0.174418	-0.099
10 BKF SATF	-0.502183	-0.3942

WOLFE'S TRACE CRITERION = 0.2

BARLETT'S CHI SQUARE TEST FOR SIGNIFICANCE OF SUCCESSIVE CANONICAL VARIATES

FOR FACTS 1 THROUGH 1 CHI SQUARE= 11.6578 WITH 1 DEGREES OF FREEDOM P LESS THAN 0.3307

CANONICAL FORM OF LEAST SQUARE ESTIMATES-VARIATES X EFFECTS

1
L/PATERS
-0.13473

HYPOTHESIS 3 1 DEGREES OF FREEDOM

PAGE 10

TOTFLYR

F-RATIO FOR MULTIVARIATE TEST OF EQUALITY OF MEAN VECTORS= 0.9694

D.F.= 1 AND 35 P LESS THAN 1.4698

VARIABLE	HYPOTHESIS MEAN SQ	UNIVARIATE F	P LESS THAN	STEP DOWN F	P LESS THAN
1 INFO SAT	2.2822	0.5926	0.4420	0.5926	0.4420
2 INFO SUF	1.7391	0.4197	0.1207	0.6757	0.0312
3 RATEFAST	0.4424	0.5746	0.4914	0.5729	0.4697
4 CLR PICT	0.323	0.0422	0.8374	0.0686	0.7950
5 LACKINFO	0.771	0.717	0.7851	0.1257	0.7233
6 VRS DIFC	0.9346	0.9329	0.258	0.1667	0.3818
7 INTELLG	1.1603	0.6967	0.6079	0.5583	0.4555
8 UNATHORAL	1.177	1.4418	0.2305	1.4127	0.2353
9 UNPLEASA	0.633	0.1568	0.6925	0.9727	0.2447
10 DRF SATF	0.729	0.7048	0.9450	0.058	0.9394

DEGREES OF FREEDOM FOR HYPOTHESIS= 1
DEGREES OF FREEDOM FOR ERROR= 35

DISCRIMINANT ANALYSIS FOR HYPOTHESIS 3

VARIANCE OF CANONICAL VARIATE 1 = 0.0249 PER CENT OF CANONICAL VARIATION= 100.00 POY'S CRITERION# 000243
ME 4.0 N= 194.0

--DISCRIMINANT FUNCTION COEFFICIENTS--

VARIABLE	RAW COEFFICIENT	STANDARDIZED
1 INFO SAT	-0.815241	-0.5024
2 INFO SUF	.878 41	.7445
3 RATEFAST	0.254176	0.2849
4 CLK PICT	-0.081108	-0.0739
5 LACKINFO	-0.032231	-0.0334
6 VHS DIFC	-0.254398	-0.2916
7 INTELLIG	0.209427	.2742
8 UNATURAL	0.664635	0.5389
9 UNPLEASA	-0.633572	-0.4927
10 OFF SATF	-0.4 391	-0.317

WOLLENG'S TRACE CRITERION= 3.0249

BARTLETT'S CHI SQUARE TEST FOR SIGNIFICANCE OF SUCCESSIVE CANONICAL VARIATES

FOR ROOTS 1 THROUGH 1 CHI SQUARE= 9.6756 WITH 10 DEGREES OF FREEDOM P LESS THAN 0.0094

CANONICAL FORM OF LEAST SQUARE ESTIMATES-VARIATES X EFFECTS

1
TUTELYHR
-1.27854

HYPOTHESIS 4 1 DEGREE(S) OF FREEDOM
=====

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ANNFLYH9

F-RATIO FOR MULTIVARIATE TEST OF EQUALITY OF MEAN VECTORS= 1.2312

D.F.= 10 AND 34 P LESS THAN 0.2689

VARIABLE HYPOTHESES (MEAN S) UNIVARIATE F P LESS THAN STEP DOWN F P LESS THAN

1	INFO SAT	0.1123	0.2147	0.6424	0.2147	0.6434
2	INFO SUF	0.8119	1.1294	0.2985	0.9133	0.3397
3	RATEFAST	3.5757	3.8361	0.0565	3.3211	0.5092
4	CLR PICT	0.7722	0.9000	0.5971	0.3552	0.5517
5	LACK INFO	2.5116	2.3355	0.1272	5.0863	0.0247
6	VRS DIFC	0.0661	0.0563	0.5370	0.1325	0.7161
7	INTELLIG	0.7963	0.4712	0.4492	1.3717	0.4422
8	UNNATURAL	0.1297	0.1597	0.6957	0.5417	0.4629
9	UNPLEASA	0.5777	0.1428	0.7058	0.0345	0.8228
10	BOF SATF	0.1494	0.2425	0.6228	0.3782	0.5391

DEGREES OF FREEDOM FOR HYPOTHESIS= 1
 DEGREES OF FREEDOM FOR ERROR= 399.

DISCRIMINANT ANALYSIS FOR HYPOTHESIS 4

VARIANCE OF CANONICAL VARIATE 1 = 0.316 PER CENT OF CANONICAL VARIATION= 100.00 PUY'S CRITERION= 0.0306
 M= 4.0 N= 196.0

DISCRIMINANT FUNCTION COEFFICIENTS--

VARIABLE	RAW COEFFICIENT	STANDARDIZED
1 INFO SAT	-0.31718	-0.0219
2 INFO SUF	0.074827	0.3723
3 RATEFAST	0.752772	0.7208
4 CLR PICT	0.125059	0.1993
5 LACK INFO	-0.67717	-0.728
6 VRS DIFC	0.78682	0.779
7 INTELLIG	-0.269255	-0.3300
8 UNNATURAL	-0.214566	-0.1933
9 UNPLEASA	0.82724	0.526
10 BOF SATF	-0.290143	-0.2278

HOTELLING'S TRACE CRITERION= 0.216

WILKIE'S CHI SQUARE TEST FOR SIGNIFICANCE OF SUCCESSIVE CANONICAL VARIATES

FOR ROOTS 1 THROUGH 10 CHI SQUARE= 12.2576 WITH 11 DEGREES OF FREEDOM P LESS THAN 0.2682

CANONICAL FORM OF LEAST SQUARE ESTIMATES--VARIATES K EFFECTS

AMPLIFY
17 819

HYPOTHESIS 5 1 DEGREE(S) OF FREEDOM

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VPS USED

F-RATIO FOR MULTIVARIATE TEST OF EQUALITY OF MEAN VECTORS = 2.8134

D.F. = 10. AND 390.0000 P LESS THAN .05 23

VARIABLE	HYPOTHESIS MEAN SQ	UNIVARIATE F	P LESS THAN	STEP DOWN F	P LESS THAN
1 INFO SAT	1.5944	4.1886	.414	4.1886	.414
2 INFO SUF	1.2361	1.7166	.1978	1.1577	.28915
3 RATEFAST	0.1172	6.7982	.0024	5.3752	.00138
4 CLF PLOT	.4133	.549	.4626	0.0462	0.8301
5 LACK INFO	1.6269	.5837	.4457	3.7029	0.059
6 VRS DIFC	11.9742	12.2286	.0016	7.2134	.0076
7 INTELLI	2.8261	1.6727	.1966	3.7288	.0592
8 UNNATURAL	.6458	0.7954	.3722	0.1022	0.9624
9 UNPLEASA	1.2388	3.664	.067	1.5638	.4533
10 BCF SAT	3.4394	5.6611	.0179	2.9103	0.0888

DEGREES OF FREEDOM FOR HYPOTHESIS = 1
DEGREES OF FREEDOM FOR ERROR = 390.

DISCRIMINANT ANALYSIS FOR HYPOTHESIS 5

VARIANCE OF CANONICAL VARIATE 1 = 1.0722 PER CENT OF CANONICAL VARIATION = 100.00 ROY'S CRITERION = 0.0673
N = 401 N = 196.0

DISCRIMINANT FUNCTION COEFFICIENTS--

VARIABLE	RAW COEFFICIENT	STANDARDIZED
1 INFO SAT	0.21745	0.124
2 INFO SUF	-1.188368	-0.1297

3 RATEFAST -0.4224
 4 CLR PICT 0.0337
 5 LACKINFO .5498
 6 VRS DIFC -0.5193
 7 INTELLIG 0.3789
 8 UNATURAL 0.894
 9 UNPLEAS -0.1328
 10 BRF SATF -0.4248

HOTELLING'S TRACE CRITERION= 0.722

BARTLETT'S CHI SQUARE TEST FOR SIGNIFICANCE OF SUCCESSIVE CANONICAL VARIATES

FOR ROOTS 1 THROUGH 1 CHI SQUARE= 27.4566 WITH 10 DEGREES OF FREEDOM P LESS THAN 0.0023

CANONICAL FORM OF LEAST SQUARE ESTIMATES-VARIATES X EFFECTS

1 VPS USED
 .285437

ORDER OF EFFECTS (CONTRASTS)

1 2 3

HYPOTHESIS 1 1 DEGREE(S) OF FREEDOM

F-RATIO FOR MULTIVARIATE TEST OF EQUALITY OF MEAN VECTORS= 2135.642

D.F.= 10 AND 39 P LESS THAN 0.001

VARIABLE	HYPOTHESIS MEAN SQ	UNIVARIATE F	P LESS THAN	STEP DOWN F	P LESS THAN
1 INFO SAT	712.7322	1477.2266	0.001	1477.2266	0.0001
2 INFO DIF	692.931	923.5269	0.001	52.638	0.001
3 RATEFAST	691.7153	793.3035	0.001	53.4321	0.0001