

4/25/2024

FOR YOUR INFORMATION

2024-81/6-4

2091194

To: FAA (ATM ZAB ARTCC)

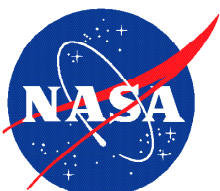
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-260, Director of Air Traffic Operations CSA), A4A, ALPA, AOPA, APA, ASAP, ATSAP, ATSG, CAPA, IATA, ICAO, ICASS, IFALPA, IPA, NATCA, NBAA, NTSB, RAA, SWAPA

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: ZAB ATC Transmitter Issues

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 2091194

DATE / TIME

Date of Occurrence	202403
Local Time Of Day	1201 to 1800

PLACE

Locale	ZAB.ARTCC
State	NM
Altitude - MSL	7500

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center	ZAB
Make Model Name	Small Aircraft, Low Wing, 2 Eng, Retractable Gear
Operating Under FAR Part	91

PERSON 1

Function - Air Traffic Control	Enroute
ASRS Report Number	2091194

EVENTS

Anomaly	ATC Issue - All Types
Anomaly	Ground Event / Encounter - Ground Equipment Issue
Detector - Person	Air Traffic Control

NARRATIVE 1

We have three transmitter sites and multiple aircraft were having trouble hearing me on all three. It sounds clear on our end, but I'll try making multiple transmissions to them without a response. When you do finally get a hold of them, the pilots say that we're coming in weak and scratchy. I also had a Supervisor trying to help by giving me suggestions that I had already been trying, adding an additional distraction. I recommend getting new radio transmitters for all of our south side sectors. We run into this same issue every single day. It's only a matter of time before there's an accident with an aircraft that we can't talk to or find the right radio settings in time to save.

SYNOPSIS

Albuquerque Center Controller reported they routinely have difficulty communicating with aircraft due to faulty transmitters.