

# NETJETS® FLIGHT CENTER

The industry's most advanced operations center  
with teams dedicated to your safety and service

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Since creating the fractional aircraft ownership industry in 1986, NetJets has been the worldwide leader in private aviation solutions. When we created the industry, we pledged to our Owners and employees that we would provide the highest levels of safety and service – whatever the expense. One example of this commitment is the NetJets Flight Center in Columbus, Ohio. This 120,000 square foot building houses one of the most advanced operation centers in the world today. The Flight Center houses four main departments: Owner Services, Logistics, Operations, and Planning – each of which is focused on every detail of every flight to ensure the utmost in safety and Owner satisfaction. Coordinating all efforts of these teams is Intellijet® II, our proprietary computer reservation and information system. Intellijet® II enables NetJets to achieve the extensive coordination and efficiency necessary to operate hundreds of daily flights yet remain focused on each individual Owner. Join us as we explain the many facets that make the NetJets Flight Center the finest in the industry.

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## OWNER SERVICES

Owner Services consists of three main groups: Owner Services Teams, Guest Services Representatives, and the Quality Development Team.

### *Owner Services Teams*

The starting point for each Owner – whether they are booking their flight, requesting trip information, requesting catering or ground transportation, or identifying other special flight requirements – is their dedicated Owner Services Team. Each NetJets Owner has a unique toll free telephone number that connects them directly to their specific team which is available 24 hours a day 365 days a year. While the Flight Center currently houses nineteen highly trained Owner Services Teams, each NetJets Owner deals with only one specific team for as long as they fly with NetJets, regardless of which aircraft type they own. This enables the Owner Services Teams to know each Owner and their unique travel



needs. To ensure every flight meets the individual preferences of the Owner, their team reviews the Owner's profile before each flight to confirm the Owner has exactly what they need for each specific flight. All personal and travel information for our Owners is kept strictly confidential.

### *Guest Services*

NetJets' Guest Services Representatives are located throughout the United States at some of our busiest airports in cities such as Chicago, Los Angeles, West Palm Beach and Teterboro. Guest Service Representatives are based at a single airport, but also provide support to airports in the immediate surrounding area. The primary function of our on-site representatives is to enhance the quality of the NetJets experience by developing relationships with Owners and arranging special requests for a seamless flight experience. Guest Services Representatives also assist Fixed Base Operators (FBOs) in attaining the highest level of service for NetJets Owners by providing advance notice of peak activity and by filing daily reports with individual flight information. They also troubleshoot all flight arrivals and departures in preferred FBO locations and correct any problems that may arise with catering or ground transportation to ensure flawless service. They serve as the on location "eyes and ears" of the Owner Services Teams and help with any unforeseen situations. They make the Owners' flight experience stress-free and unforgettable – just one more example of how NetJets' commitment to the safety and service of our Owners is our number one priority.

### *Quality Development*

NetJets takes many steps to make sure the service we are providing is exactly what our Owners expect and need.

Quality Development is dedicated to measuring, evaluating, training, and coaching quality service for the Owner Services Team members. This is done to ensure our Owners receive the best attention and care and come to expect nothing less. The extensive training program starts from an account manager's first day with NetJets and continues with regular recurrent and career development training throughout his/her tenure with the department.



## FLIGHT OPERATIONS

Operations may be the most well known group in the NetJets Flight Center because it contains positions commonly associated with aviation. The groups consist of Chief Pilots and their Assistant Chief Pilots for each fleet, Dispatch, Meteorology, International Flight Planning, Flight Review, and Crew Support.

### *Chief Pilots and Assistant Chief Pilots*

The Chief Pilots and their team of Assistant Chief Pilots perform a vital role in preserving NetJets' commitment to safety while maintaining the largest fleet of business jets in the world. For each specific aircraft fleet in our operation, NetJets has a Chief Pilot and their team of Assistant Chief Pilots whose primary function is to look after the overall safety and procedures related to their fleet. No changes

are made to their fleet without the team first analyzing every detail that just one change could bring. The Chief Pilots use their expertise to oversee and ensure that the fleet is being flown and maintained in a safe and efficient manner and that all the pilots are informed and trained uniformly, which in turn allows NetJets to provide the pinnacle of service our Owners expect. Having a Chief Pilot for each fleet allows NetJets line pilots to concentrate solely on providing the highest level of safety and service for each individual flight.

### *Dispatch*

Aircraft Dispatchers are government-licensed NetJets employees who earn special certification from the Federal Aviation Administration (FAA) to serve as Aircraft Dispatchers. They are licensed to prepare flight plans that factor in aircraft performance, takeoff and landing weights, current and forecasted weather conditions, airport conditions, air traffic volume, and the many other components required for a safe and enjoyable flight. With our dual release system, not one NetJets flight is cleared for takeoff until the pilots and dispatchers have double checked each other and concur on all aspects of the flight. The FAA does not require operators of fractional ownership programs to have certified aircraft dispatchers on staff, and other fractional programs may not have them. Because of NetJets' commitment to the safety of our Owners, however, we do have FAA-certified dispatchers who know our operations intimately.

### *Flight Review*

The Flight Review team does exactly what their name says: review and communicate possible operational issues for flights that will take place within 24 hours. Many variables may impact a flight including high temperature that can lead to a fuel stop for a certain aircraft out of a certain airport, runway closures, and weather events. The Flight Review team looks at scenarios such as these, anticipates potential flight issues, and finds a solution as soon as possible to ensure the Owners and their schedules are not interrupted.

### *Meteorology*

Another distinction of the NetJets Flight Center is our team of meteorologists. Again, NetJets is not required by any regulation to invest the millions of dollars it takes to equip and maintain a dedicated, in-house certified meteorology staff. We do this, however, because we believe this adds a substantial level of safety to our Owners and flight crews. Using state-of-the-art equipment to obtain and interpret data directly from the National Oceanic and Atmospheric Administration's satellites, NetJets meteorologists supply our pilots and dispatchers with up-to-the-minute weather

forecasts. The NetJets meteorology department has received approval from the FAA to become an FAA source of weather for our pilots, just like an FAA Flight Service Station. Only a handful of flight departments in the world have this FAA approval. Our pilots and dispatchers use this information to plan the safest and most comfortable routes possible and to make mid-course corrections when advisable.

### *International Flight Planning*

NetJets has flown to 150 countries worldwide, and our International Flight Planning department has been behind the scenes of each of these flights. There are many facets to planning an international flight ranging from obtaining country overflight and landing permits to analyzing each country and its surroundings for any security threat that may endanger our Owners, the flight crew, and/or the aircraft. No one knows the intricate details of international trip planning better than the reputable Jeppesen International Planning team stationed in the NetJets Flight Center. In addition to Jeppesen, NetJets in-house security staff, ASI Group (ASI), and International Security Associates (ISA) support our crews with international risk assessments, customized intelligence reports, 24-hour global monitoring, country briefings, and each flight's international flight plan. By relying on Jeppesen and our vast global network of information, we ensure that every detail has been scrutinized – allowing our Owners' international trips to be only a simple phone call away.

### *Crew Support*

The Crew Support group, which is comprised of Flight Coordinators and the Crew Resource Center, serves as a crucial communication channel for our crew members. The Flight Coordinators are in charge of relaying all pertinent flight information from the Flight Center to all crew members. The details coordinated by the Flight Center for each flight such as airport specific restrictions, weather, slot requirements and flight plans are channeled through the Flight Coordinators who effectively and efficiently review every detail with the crew members. Their principle duties include briefing crew members, flight following, contract compliance and the documentation of duty time among other detailed processes.

The Crew Resource Center has many responsibilities related to questions or comments the crew members may have regarding topics such as Federal Air Regulations (FARs), internal policies or memos, and/or the NetJets Flight Operations Manual (FOM). If the pilots identify a process that could be done in a safer or more efficient manner they inform the Crew Resource Center immediately. The Crew Resource Center then notifies the appropriate group within the Flight Center in a timely fashion, ensuring we are operating in the safest manner.



## PLANNING DEPARTMENT

Forecasting demand and needs of our Owners, scheduling aircraft and crew, and taking care of specific day-of-flight issues are all tasks that fall under the Planning Department.

### *Operations Planning*

NetJets' commitment to the services we provide is evident in the Operations Planning Department. Demand for aircraft fluctuates from day to day. Based on our more than twenty years of operating experience, Operations Planning can accurately forecast the demand on the NetJets fleet which, in turn, allows us to plan many months in advance. Knowing what to expect months in advance allows us to plan ahead for significant events such as routine aircraft maintenance, appropriate staffing levels needed and operational details such as how many airport arrival/departure slots we will need to secure.

### *Aircraft and Crew Scheduling*

Scheduling both aircraft and crew can be compared to putting an ever-changing jigsaw puzzle together. NetJets has more than 670 aircraft under management, and NetJets Owners can make flight reservations with as little as four to ten hours' notice depending on aircraft type and interest size owned.

The Scheduling Department must take into account crew duty rest issues, routine aircraft maintenance, unscheduled aircraft maintenance, and short response times to Owner flight requests in order to meet or exceed the Owners' expectations. NetJets crews are held to strict crew duty rest limits to ensure that the crew flying the aircraft is alert and focused on the task at hand. Operations Planning and Scheduling work hand in hand to forecast and account for the aircraft's routine maintenance on low-demand, non-peak travel days so that on high-demand peak travel days, NetJets can utilize the majority of our aircraft and position them throughout the world to ensure the aircraft are available when and where our Owners need them.

### *Strategic Operations Center (SOC)*

The SOC is a group that consists of many different representatives from the Flight Center, such as Assistant Chief Pilots, Maintenance personnel, Flight Attendants, and Schedulers whose function is to take care of all the “day of flight” issues that may arise. No matter how much planning and attention to detail goes into a single flight, there is potential for an issue to arise on very short notice, such as unexpected changes in weather, air traffic control delays, and aircraft mechanicals. NetJets assembled this group of experts in order to handle these “day of” situations and come to a quick, correct, and, most importantly, safe response.

to the services provided by the Ground and Catering group, all our Owners have to do to arrange these services for their trip is pick up their phone and call their Owner Service Team.

### *Fuel and FBO Relations*

NetJets utilizes Fixed Base Operators (FBOs) to support our operations at airports around the world. For NetJets Owners, this means that they go to a private location to board and deplane their aircraft instead of showing up several hours early at the main airport terminal and standing in long ticket and security lines. The private FBOs greatly enhance the level of service over what is currently available



## LOGISTICS DEPARTMENT

Working closely with Owner Services, the Logistics Department includes the Ground Transportation Group, Catering Group, Fuel and FBO Relations and Crew Travel, all of which manage a number of details for the Owner.

### *Ground and Catering*

When Owners book their flights, they can also have their ground transportation and/or catering arranged for them by our Ground and Catering groups. NetJets works with many ground transportation and catering providers to arrange any ground travel needs and/or dining requirements. NetJets arranges approximately 45,000 rental cars and orders 150,000 meals per year for our Owners. A tremendous benefit provided by the Ground and Catering groups occurs when an Owner’s arrival or destination changes at the last minute. In this type of instance, our Ground and Catering groups ensure that the ground transportation and/or catering follow the Owner wherever he/she goes – without the Owner having to do anything – thus making a last minute change a seamless event. Due

in the commercial airline world and, at the same time, reduce the wait times associated with transiting a commercial airline terminal. These FBOs are typically located in another section of the airport, away from the airline terminal, and are specifically designed to support the needs of the private jet traveler.

NetJets Fuel & FBO Relations department is responsible for identifying the best FBO available for our Owners at each airport, negotiating the terms of service with those FBOs, and auditing the FBOs to ensure they meet and remain in compliance with our safety and service standards. As always, Owners have the option of utilizing any FBO that they would like to use at an airport. However, we do encourage Owners to use the preferred FBOs whenever possible as these FBOs, in our opinion, offer the best combination of safety, service, and value on the airport. At some of our more popular airports, NetJets has invested in private lounges and dedicated facilities specifically reserved for use by NetJets Owners.

### *Crew Travel*

This group manages all of the crew travel arrangements which includes positioning the crew to the appropriate aircraft; arranging their hotel stay; and ordering their breakfast, lunch, dinner, and rental car. The NetJets Travel group arranges approximately 28,000 hotel rooms each month and purchases 130,000 commercial airline tickets a year to get the crews where they need to be when they need to be there, 24 hours a day, 365 days a year.

### *Intellijet® and how it grew*

NetJets' proprietary aircraft management system, Intellijet® II, is unlike any other in aviation today. Without a system so advanced, it would be virtually impossible to coordinate and manage every aspect of every flight and maintain each Owner's personal profile.

The system has evolved significantly since the early days of NetJets. In 1987, with only eight aircraft in the fleet, NetJets scheduling and flight reservations were handled manually on a wall-mounted 8 foot high magnetic board with a 24 hour grid across it. Magnetic bars represented aircraft and were moved around as necessary on the board. As NetJets grew, so did the magnetic board – until we outgrew this type of tracking system. Like many companies at the time, NetJets knew that converting to a computerized system was the optimal solution. In 1989, NetJets brought in a team to develop a proprietary system called Computerized Aircraft Management System (CAMS). CAMS was a great leap forward, giving the responsibility for flight following, flight scheduling, and flight bookings to a computer. This was definitely an improvement, but the model for its design was still the old magnetic board, complete with the bars and grid.

As NetJets continued to grow and the information age took hold, new technological capabilities became available. By 1992, the company needed a more advanced system that would fully integrate not only reservations, but also flight following, scheduling, crew records management, invoicing, and even maintenance records for the aircraft. NetJets in-house software developers created a sophisticated system that seamlessly integrated the full lifecycle of Owner requests, from booking to invoicing – and Intellijet® I was born. It grew and evolved to meet changing business demands and achieved full functional integration by 1994.

### *Intellijet® is upgraded*

The necessity for a major upgrade became apparent in the late 1990s, primarily because the underlying technology in Intellijet® I was being overtaken by new advancements. Tremendous growth of the company also demanded that the system become smarter and more intuitive.

By the late 1990's, with more than 200 aircraft in the NetJets fleet and hundreds more on order, we recognized the need for a system capable of anticipating potential scheduling problems earlier so we could be more proactive. In February 2003, the new system, Intellijet® II, was completed and put into service. Written in-house by a skilled NetJets team, Intellijet® II is proprietary software, using the Java and Visual Basic programming languages.

The system is so sophisticated that it can analyze literally an infinite number of scenarios to greatly increase the safety of every flight. As just one example, the system constantly checks to verify that the aircraft an Owner books is still appropriate as flight conditions change, right up to the minute of departure. Its feasibility function calculates the sunrise and sunset restrictions for all airports and runway lengths necessary for each aircraft type (taking into consideration weather conditions, time of day, number of passengers, etc.) and monitors all conditions as they change. Furthermore, Intellijet® II “knows” when it is necessary to make changes to a flight and when not to. When you step onto your NetJets aircraft, you have the benefit of this pre-flight preparation on board with you.

### **SEEING IS BELIEVING**

Reading about a company's operations can be very informative, but nothing compares to a complete due diligence done on your own. Clearly, a large and sophisticated infrastructure is needed to support the world's leading fractional aircraft ownership program. With over twenty years of experience and a team of dedicated professionals, NetJets is able to provide the ultimate level of safety and service. We are proud of our Flight Center in Columbus, Ohio, and we encourage our Owners and prospective Owners to tour our facility. To schedule a tour or to request more information about the NetJets program, contact us at 1-877-NETJETS (877-638-5387) or [www.netjets.com](http://www.netjets.com).



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