

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



GA DESK

Extending the Reach of Your
Flight Department Team



MEET NBAA'S GA DESK

How often do your pilots get a preflight briefing, file a flight plan, board passengers and call for taxi, only to find out that their on-time departure has been delayed due to an ATC issue? Wouldn't it be great if the pilots, schedulers and dispatchers could learn about possible delays three to four hours prior to departure?

And wouldn't it be even better if someone could offer advice on how a flight could be rerouted to complete the mission in a timely manner with enough notice to amend catering, ground transportation and other key travel arrangements?

The National Business Aviation Association (NBAA) can help you do this and more, by providing you with the tools and information needed to enhance trip planning and facilitate issue resolution. NBAA's GA Desk represents the needs of business aviation by participating in Collaborative Decision Making (CDM), a joint FAA/industry initiative that develops new technologies and procedures to solve the traffic flow problems that face the National Airspace System.



NBAA'S GA DESK

Personalized Service for Your Flight Department – Value for All Members

For a decade, NBAA has staffed a full-time GA Desk at the FAA's Air Traffic Control System Command Center, whose mission is to balance air traffic demand with National Airspace System (NAS) capacity. As one of only two non-FAA desks at the Command Center, the GA Desk represents NBAA Members' daily operational concerns by recommending strategic and tactical solutions to mitigate system constraints.

NBAA's participation in the daily planning and execution of NAS strategy results in traffic management solutions that benefit the entire business aviation community – including companies like yours.

While the GA Desk represents the general interests of all NBAA Members, most of the products and services described in this brochure are available only on a subscription basis.

WHY SUBSCRIBE?

With the GA Desk acting as a liaison to the FAA's Air Traffic Control System Command Center on your behalf, your company will benefit by receiving:

- Advanced, accurate and detailed information for improved flight planning
- Reduced ATC, weather and other delays throughout your flight operation
- Resolution of crew, aircraft and passenger time-critical issues
- More efficient operations and more satisfied passengers

As a subscriber, you will interact with the GA Desk regularly to work through issues together. Based on an understanding of your company's mission, goals and specific needs, the GA Desk will foster a collaborative relationship with your company that will allow it to anticipate and manage future issues on behalf of your company.

CUSTOMIZATION FOR YOUR NEEDS

The GA Desk recognizes that no two subscribers' flight operations are alike. Most direct subscribers are traditional NBAA Member flight departments that do not have the resources to efficiently manage the many tools available to the GA Desk staff. For these subscribers, the GA Desk staff acts as an extension of the flight department, aiding the busy scheduler or dispatcher with real-time NAS information and evaluation of the impact on the subscriber's flights. Larger flight departments can gain direct access to similar tools that are available to the GA Desk staff, so that they can efficiently manage their own fleets while utilizing the GA Desk specialists to handle their exceptions in real time.

Resources for GA Desk Subscribers

Your GA Desk subscription will give your company access to a wide variety of powerful FAA and NBAA tools.

FAA TOOLS

The GA Desk and its subscribers have access to these automated and interactive tools:

- Meteorologist participation in the collaborative convective forecast product
- Participation/representation in daily operations planning telcons
- Access to the diversion recovery web tool
- Access to the route management tool
- Ability to be a pathfinder volunteer flight
- Access to the reroute monitor
- Flight-specific information on the impact and necessary actions required for traffic management initiatives such as playbook routes, coded departure routes, airspace flow programs, flow-constrained areas, ground stops and ground-delay programs
- Access to tail-number-specific flight delay information and other airport-specific arrival and departure information in the flight schedule monitor
- Representation of critical subscriber issues to the tactical customer advocate (TCA) for resolution
- Access to the TCA web page
- Real-time flight schedule data integration and information exchange into the NAS through the use of CDMNet

Note: Subscribers must meet certain resource and security requirements for access to some of these tools.

NBAA TOOLS

In addition, GA Desk subscribers have exclusive use of:

- Subscriber web page with GA Desk staff information, contacts, training materials and web links
- Weekly subscriber teleconference to share feedback and updates
- Subscriber telephone hotline
- Daily peak-time access to GA Desk staff
- Training opportunities through the joint government/industry Collaborative Decision Making (CDM) initiative
- NBAA's National Airspace System Status Briefing, a web-based product that provides real-time ATC and delay information

Learn More

www.nbaa.org/gadesk or gadesk@nbaa.org

Resources for All NBAA Members

The following GA Desk benefits are available for free only to NBAA Members, without a subscription:

- **Airspace Alerts** – The GA Desk manages the content of NBAA's Airspace Alerts e-mail subscriber list for all Association Members. This list is a single source for distributing information about upcoming TFRs and other airspace issues considered to have a significant impact on flight operations. To subscribe, visit www.nbaa.org/airspace/alerts.
- **Air Mail** – NBAA's e-mail discussion lists include a list devoted to Schedulers & Dispatchers, where GA Desk subscribers can share information and internally swap slots with other NBAA Members. Sign up for any of the lists at www.nbaa.org/airmail.
- **Navigator** – The GA Desk regularly contributes an airspace-focused department, called "Navigator," to *Business Aviation Insider*, the official Member publication of NBAA. The Navigator section is designed to keep Members informed about current and future NAS initiatives. Learn more or subscribe at www.nbaa.org/insider.
- **Traffic Flow Management (TFM) Resource Site** – This Members-only web site is designed to help educate business aviation operators about the TFM concept as it relates to the operation of the NAS. Learn more at www.nbaa.org/airspace/tfm.

Resources for the Public

GA Desk subscribers and other operators are also encouraged to take advantage of these free online resources available to the public:

- FAA Air Traffic Control System Command Center, Flight Delay Information – www.fly.faa.gov
- Real-Time National Airspace System Status – www.fly.faa.gov/ois
- EDCT Search – www.fly.faa.gov/edct
- NOTAMs and ATC Information – <https://pilotweb.nas.faa.gov> (no registration required)
- CDM Information – www.flycdm.org
- Traffic Management Tutorial for Pilots, Dispatchers and Schedulers – http://fly.faa.gov/Products/Training/Traffic_Management_for_Pilots/traffic_management_for_pilots.jsp



The GA Desk Gets Results

The GA Desk has front-line access to real-time information at the FAA's Air Traffic Control System Command Center, such as:

- NAS delays
- Anticipated en route and terminal weather constraints
- Reroute advisories and affected flights
- Airway facility inspections, NAVAID outages and flight checks
- Traffic management initiatives
- The Airport Reservation Office (ARO) desk and STMPs
- NOTAMs, TFRs and security-related events affecting the NAS

The GA Desk staff analyzes this information in order to provide real-time updates to NBAA Member subscribers. In turn, subscriber-provided information is used by the GA Desk to determine NAS peak times and trends for the business aviation community to improve long-term NAS planning.

When the Command Center can accurately forecast NAS capacity to include general aviation customers, then it can react with the appropriate initiatives that are best for everyone's operations – scheduled and unscheduled operators alike. This integration of scheduled and unscheduled demand results in an equitable distribution of available resources, ensuring that the needs of business aviation operators are well represented.

WHAT SUBSCRIBERS HAVE SAID

- "The GA Desk was instrumental in helping us out by coordinating with ATC and avoiding very lengthy delays."
- "They went the extra mile to help our passenger meet his objective."
- "They really helped expedite our departure."

Subscribe Today!

Contact NBAA's GA Desk now for pricing and other details:

- Tel: (540) 422-4841
- E-mail: gadesk@nbaa.org
- Web: www.nbaa.org/gadesk



Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful.

Not a Member? Join NBAA today by visiting www.nbaa.org/join/gadesk.