

# Business Jet Access Adopts Fatigue Meter

May 2016 Aviation Case Studies

## Challenges

With the culture resistance of a fatigue risk management system it's common to hear "We do not need a program to tell us we are tired."

With a lot of FRMS systems there is an extra data entry burden that was hard to maintain.

Becoming a leader in aircraft management and private charter industry.

## Products and services



Fleet Insight  
Pro Planner

"As an operation, we feel that using Pulsar's Aviation Fatigue Meter has allowed managers to monitor the health (fatigue) of their staff and be able to plan duty assignments and rest to ensure staff are operating at their peak performance levels."

-James Cox,  
Director of Operations,  
Business Jet Access



James Cox is the Director of Operations at Business Jet Access. Previously, he held the position of Director of Operations at DB Aviation. Mr. Cox has been with Business Jet Access since 2008 and a member of the NBAA since 1997 with over 25 years of Aviation Management experience.

## Solution

### Tell us about your company. What's your focus and mission?

We are a family owned and operated Aircraft Management and Charter Company. We believe in taking exceptional care of our clients every single time they travel, wherever they want to go in the world, and pay the utmost attention to safety.

### Describe your company's current safety program.

At Business Jet Access we've always been at the forefront of safety. We are ISBAO II certified and have incorporated numerous systems and procedures into our operations to fly as safe as we can for our customers. In 2014 we extended our safety system to include Fatigue Risk Management by implementing Pulsar Informatics'® Fatigue Meter tools. Fleet Insight is an application that enables my safety team and schedulers to proactively evaluate fatigue across our entire operation. It is used to view summary statistics, identify fatigue hotspots in schedules and crew pairings, and design optimal fatigue countermeasures. Pro Planner is a web application

used by the individual pilots to evaluate the fatigue impact of their flight and duty schedule close to scheduled departure. In 2015, we integrated this system with our Rockwell Collins® FOS™ system and even our NetChex® payroll system to incorporate all non-flying personnel. By managing fatigue for everyone who participates in the safety of our operation, we feel that we are a leader in the aircraft management and private charter industry.

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### **What has been your greatest challenge in addressing fatigue risk?**

We initially had some challenges integrating the systems to reduce data entry, but once that was operational, we found that the biggest challenge was the culture. Some of the resistance was “We do not need a program to tell us we are tired.” We were able to convey that the fatigue risk program is used to proactively plan the future assignments rather than reactively look over the past. By properly demonstrating its use, we have made it an accepted and indispensable tool for identifying potential times and schedule situations where staff may not be at their optimum.

### **Can you elaborate on the benefits you have realized since you went live with your Fatigue Meter system?**

As an operation, we feel that using Pulsar’s Fatigue Meter has allowed managers to monitor the health (fatigue) of their staff and be able to plan duty assignments and rest to ensure staff are operating at their peak performance levels.

**Our products and services are designed to make fatigue risk management decisions easy.**

Aviation Fatigue Meter shows you exactly how operational factors such as long duty hours, jet lag, night work, and restricted sleep opportunities combine to create elevated fatigue risk.

Using our data-driven and scientifically validated tools, you can implement mitigation strategies such as crew reassignment, schedule changes, planned naps, and augmented crews with confidence.



**Ready to start managing fatigue risk?**

 [info@pulsarinformatics.com](mailto:info@pulsarinformatics.com)

 (215) 220-4250

 [pulsarinformatics.com](http://pulsarinformatics.com)