

CAE's Training Centre Operations

On-site technical and engineering support enables JetBlue to focus on core competency

Core competencies. Businesses in every sector of the economy are seeking to focus on what they do best and task reliable partners to handle the rest.

At JetBlue, their core competency is flying passengers safely and efficiently on a growing number of routes across the Americas, including training highly qualified pilots, cabin crew, and aircraft maintenance technicians for their Embraer E190 and Airbus A320 fleets. "Since JetBlue's inception, our mission has been customer service excellence delivered by the airline world's finest crews," said Mike Barger, Senior Vice President Fleet Operations for JetBlue.

To support their network of 15 training devices at the airline's Training Campus in Orlando, JetBlue turned to a partner whose core competencies include simulator engineering and maintenance – CAE.

CAE provides support for all of JetBlue's training equipment at the Training Campus: seven Level D full-flight simulators (FFS), six Level 5 flight training devices (FTD), two full-size cabin trainers, and a 2,500 square-foot, 110,000-gallon swimming pool for ditching and water survival training.

CAE's team of technicians and engineers in Orlando keeps the equipment available 99 percent of the time in a 24/7 operation, serving not only JetBlue crews, but also JetBlue's third-party business partners.

The technical team follows a strict scheduled preventive maintenance schedule, developed and refined by CAE with its vast experience in training equipment support. Ask any flight instructor at JetBlue what to do when help is needed, and the answer is "2310"; that's the extension to call at the Training Campus anytime an unexpected incident occurs, and a CAE team member is soon on the scene to resolve the issue.

CAE's Training Centre Information System (TCIS) helps maintain accurate records of data required for annual and quarterly tests – as well as daily preflights, deficiencies, and corrective action for all training devices – to comply with Federal Aviation Regulations (FAR) Part 60. CAE's system provides real-time metrics and reports, enables maintenance scheduling, and provides web access to all simulator information.

The CAE support team at JetBlue also has an on-site engineering capability, enabling a more rapid response to changes in training requirements. For example, check airmen at JetBlue rely on CAE engineers to translate their lesson plans for standardized training



into the automated instructor page system. This permits the instructor to devote more time observing the flight crew.

The engineers at JetBlue's Training Campus provide improvements to simulation software to meet ever-increasing demands for realistic training scenarios, including malfunction development, new instructor station features, software revisions, visual database updates, and conformance with airplane fleet configuration (such as the autoland and steep approach enhancements to Embraer's E190 aircraft). CAE's engineering and customer service organizations are also available to assist the on-site team.

CAE has developed an unprecedented expertise in all areas of training centre operations from managing a global network of 23 training centres on five continents, equipped with more than 140 full-flight simulators. In addition to JetBlue, CAE supports training centre operations for Air Canada, the Federal Aviation Administration (FAA), and UPS.

CAE's training centre operations offers airlines an array of services from turnkey solutions to specific services depending upon the customers' unique operating needs and requirements:

- Training centre management and software
- Instructor services
- Third-party sales
- Facility management consulting and services

CAE can efficiently handle every aspect of the day-to-day operation of a training centre, from customer greeting to crew training and everything in between. Alternatively, CAE can offer a more targeted scope, such as simulator maintenance.

Now in its fifth year of operation, CAE at JetBlue's Orlando Training Campus continues to excel in its mission to meet the training needs for the flight and cabin crews of JetBlue Airways. Lee Baldwin, CAE Manager of Engineering and Maintenance, notes, "CAE's engineering and support team has demonstrated remarkable ability to improve the crew training environment while minimizing interruptions and maximizing reliability."

