

AI SYMPOSIUM FOR BUSINESS AVIATION (AISBA)

AI for the Beginner: Getting Started with Confidence

“If I Can Do It, You Can Too” — Operational Execution for Business Aviation

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SVP, Events & Professional Engagement

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How it started...How it's going.

1998, EJM Dispatch KLUK



Early career phase focusing on flight dispatch and operational groundwork at Executive Jet Management.

2006, NBAA GA Desk at FAA ATCSCC



Representing business aviation interests at the Air Traffic Control System Command Center.

**2024, House T&I Subcommittee
Witness on FAA Reauthorization Bill**



Senior leadership driving industry events and professional engagement initiatives including training, education and workforce/professional development at NBAA.

Interactive Discussion: Icebreaker & Check-In



Introduce yourself to your table and share your answers to the four questions below!

01

Name & Role

Who are you and what do you do?

Briefly share your current position, organization, and primary areas of operational focus.

02

AI Temperature Check

On a scale of 1 to 5, where are you today?

1 = Scared / Total Beginner

3 = Cautiously Optimistic / Occasional User

5 = Curious Explorer / Daily Power User

03

Why You're Here

What is one specific thing you hope AI can help you solve or save time on?

Think about daily tasks, repetitive administrative work, or complex operational bottlenecks.

04

Real-World Experience

What is one way you've tried using AI recently (at work or home)—or a time you wanted to, but got stuck?

Share a quick success story, a prompt attempt, or a barrier you ran into.

Icebreaker: The VIP Catering Challenge

 **ATTENDEES:** Take a photo of the prompt box on the right with your phone camera to run in your AI tool!

Friday 4:30 PM Scenario:

Your principal added two last-minute VIP guests for a flight departing in 3 hours. One is strictly vegan & gluten-free; the other is a picky 8-year-old. The flight kitchen is closed!

1 Grab Your Phone
ChatGPT, Claude, Copilot or Gemini

2 Run The Prompt
Photograph or type the prompt on right

3 Table Laugh & Check
Evaluate output with table in 60s

MASTER PROMPT (PHOTO-READY)

"You are an elite business aviation concierge. Create a 3-course catering menu using items available from a standard high-end grocery store (e.g., Whole Foods or Wegmans) for two passengers:

- **Passenger A:** Strictly vegan & gluten-free
- **Passenger B:** Picky 8-year-old child

Include packaging & plating instructions so line service or flight crew can present it elegantly on a Gulfstream G650."

| Icebreaker Debrief: Why It Worked



1. Assigned a Persona

You didn't ask a generic question. You told it: "*You are an elite business aviation concierge.*" Giving AI a specific operational role immediately shapes the tone, vocabulary, and standards of the answer.



2. Set Concrete Boundaries

You gave it realistic operational constraints: high-end grocery store availability, specific dietary restrictions, an 8-year-old passenger, and G650 cabin presentation. Tight guardrails produce clean drafts.



3. Zero Tech Code Needed

You didn't write code or study algorithms. You delegated a task in plain English to a high-speed digital assistant. That exact same technique will be applied to NOTAMs, logs, and RFQs today.

| The Digital Assistant Framework



1. Structured Inputs

You provide clear, bounded source material: PDF checklists, service logs, or sanitized NOTAM packages. Garbage in means garbage out.



2. Processing Engine

The model cross-references text, flags anomalies, standardizes messy formats, or summarizes verbose paragraphs in seconds.



3. Draft Generation

AI delivers a proposed draft or checklist. It is **never** a finalized action, flight release, or public response.



4. Certified Sign-Off

A licensed pilot, dispatcher, A&P, or broker verifies accuracy. The certified human always retains full operational authority.

Operational Safety Guardrails

⚠️ What AI Must Never Do

- ✖ **Airworthiness Signoff:** AI cannot approve an aircraft return-to-service or defer a maintenance item.
- ✖ **Raw VIP / Manifest Ingestion:** Never feed passenger names, executive itineraries, or tail numbers to public LLMs.
- ✖ **Autonomous Crew Dispatch:** AI cannot dispatch flights or alter operational control without a licensed dispatcher.
- ✖ **Unverified Contract Pricing:** Never release automated rate commitments without broker lead oversight.

✅ High-Leverage Safe Zones

- ✅ **Information Synthesis:** Digesting lengthy NOTAM releases, weather text bulletins, and airport advisories.
- ✅ **Repetitive Formatting:** Converting rough draft flight logs or dirty text dumps into clean, standard forms.
- ✅ **Document Search:** Querying searchable PDF aircraft maintenance manuals and standard operating procedures.
- ✅ **Email Drafting:** Preparing first-draft quotes or FBO ground service requests ready for quick review.

| Table Roles & Collaboration



Table Facilitator

Industry Peer: Keeps discussions grounded in operational reality, controls table pacing, and prevents generic tech hype.



ERAU Student Scribe

Research Partner: Records real-time inputs into standardized digital worksheets to populate the published AISBA Playbook.



Operational Experts (You)

Subject Matter Authority: Bring frontline friction points, legacy software headaches, and essential safety boundaries.

Sprint 1: The Friction Audit

update 1. The 3-Task Inefficiency Drain

Identify the 3 most repetitive, manual administrative tasks that eat up the most hours across your operational department each week.

sync_alt 2. The "Swivel-Chair" Hand-Off

Where do your team members currently have to manually copy and re-type data between your scheduling tool, ERP, FMS, or billing sheets?

security 3. Data Classification Boundaries

Specify the exact sensitive fields (owner IDs, tail numbers, proprietary rates) that must be sanitized or kept within enterprise firewalls.

groups 4. The Human Factor

What are the primary concerns or skepticism frontline staff will voice when this tool is proposed, and how do we address them up front?

The 90-Day Quick Win Filter

filter_alt The 3 Evaluation Criteria

01

Narrow & Bounded Scope

Focuses on one specific task rather than attempting to overhaul entire operational systems.

02

High Repetition, Low Safety Risk

Targets high-frequency admin pain without touching flight-critical decisions.

03

Measurable Time Savings

Saves 3 to 5 hours per week per staff member within 90 days of implementation.

warning_amber Common Traps to Avoid

block

The "Magic Button" Fallacy

Trying to automate end-to-end flight releases or automated scheduling from day one.

block

Custom Model Building

Spending months trying to build custom algorithms when existing enterprise tools work today.

block

Skipping Human Signoff

Failing to clearly designate who checks the work before it is acted upon.

Six Operational Cohort Tracks



Flight Ops

NOTAM synthesis, weather briefing digests, passenger delay communications, and crew duty tracking summaries.



Maintenance

Legacy paper log OCR conversion, maintenance manual lookups, parts tracking, and recurring write-up trends.



Charter Sales

Rapid RFQ triage, empty-leg matching drafts, and customized itinerary proposals while preserving client privacy.



FBO Ground Ops

Anticipating arrival surges, CSR service staging, catering/fuel status tracking, and ground personnel allocation.



Safety & SMS

Auto-categorizing voluntary ASAP hazard reports, trend spotting in audit notes, and compliance verification drafts.



Sales & Marketing

Fleet utilization trend summaries, aircraft market comparables, and discrete client profile synthesis.

| Sprint 2: The 90-Day Test

Table Worksheet Deliverables

Specific Use Case: Define the single operational workflow to be tested (e.g., FBO catering confirmations).

Input Sources: What documents, emails, or data feeds will the AI process?

Output Deliverable: Exactly what does the AI draft (e.g., a 1-page pre-arrival ramp sheet)?

Baseline Metric: How many minutes or dollars does this task cost today?

Human Oversight Design

Authorized Signoff Role: Which certified team member reviews and signs off on the AI draft?

60-Second Audit Check: What 3 critical items must the human verify before approving?

Discrepancy Escalation: What is the immediate procedure if the output looks hallucinated or incomplete?

Success Benchmark: What result confirms the test is ready for full team rollout?

Cross-Cohort Use Case Matrix

Cohort	Target 90-Day Pilot	Human Signoff Authority	Mandatory Safeguard
Flight Ops	NOTAM & weather brief digest creation	Licensed Dispatcher / PIC	Airspace restriction double-check
Maintenance	Searchable PDF OCR of historical logbooks	Chief Inspector / DOM	FAA airworthiness record rules
Charter Sales	Instant sub-charter RFQ draft generation	Charter Broker Manager	Client anonymity / PII masking
FBO & Ground	Pre-arrival line service staging alerts	Line Service Supervisor	Ramp safety & fuel confirmation
Safety / SMS	Hazard categorization of ASAP reports	Director of Safety / SMS Lead	Strict non-punitive confidentiality
Sales & Mktg	Aircraft listing comp digest & draft updates	VP of Aircraft Sales	Accurate airframe & engine times

Scenario 1: Flight Operations (NOTAM & Weather Digest)

Prompt & Role Definition

You are an experienced Part 135 lead flight dispatcher for a business jet operator.

Review the raw NOTAM and weather text below for KTEB and KOPF.

Synthesize into a 5-bullet Pilot Briefing:

- Active Airspace & Runway Restrictions
- Weather Hazards
- FBO / Fuel Advisories
- Immediate PIC Review Items
- Action Items for Dispatch

Do NOT alter operational limits or authorize flight release.

Raw Input Data Set

[KTEB NOTAM 09/104]

RWY 06/24 CLSD DAILY 1100-1700 FOR PAVEMENT MAINT.

[KTEB METAR]

KTEB 151951Z 04012G22KT 2 1/2SM -RA BR OVC008 14/12 A2988.

[KOPF SPECIAL ADVISORY]

VIP MOVEMENT EXPECTED 162100Z TO 162350Z. RAMP DELAYS & TFR PROCEDURES.

Scenario 1 Output: Flight Operations (NOTAM & Weather Digest)

THE NOISE (Raw Data Inputs)

```
Terminal- Terminal Dispat, Terminal Data, KOPF  
SPERC CEFL, KTEB NOIE POPT noot tisenua  
[KTEB NOTAM 09/104] RWY 06/24 CLSD DAILY 1100-  
1700 FOR PAVEMENT MAINT.  
[KTEB METAR KTEB 151951Z 04012G22KT 2 1/2SM  
RETALL IFR 2608858 A2988. NYCTGBLEN GUSTY  
SPECIAL ADVISORY] 6 TB PAVEMENT MAINT.  
[KTEB METAR] KTEB 151951Z 04012G22KT 2 1/2SM  
-RA BR OVC008 14/12 A2988.  
[KTEB METAR] KTEB 151951Z (2.5 SM, OVC008  
OVC008 14/12 A2988.  
[KTEB METAR] KTEB 151951Z 0602G30BT F-SPECUTITY  
TFR POREVENT DREYS FROM WREAK. KTEB 151951Z  
04012G22KT 2 1/2SM -RA BR OVC008 14/12 A2988.  
[KOPF SPECIAL ADVISORY] VIP MOVEMENT EXPECTED  
162100Z TO 162350Z.  
RAMP DELAYS & TFR PROCEDURES.  
[KOPF METAR] VIP MO EIRS AMP KYS060W 5.3 HF  
OVC008 EVENT EXPECTED LIGH. SPECIAL NEITS  
OVC008 1200 FOR PAVINTAL NAVIAY.  
[KTEB METAR] KTEB 151951Z 04012G22KT 2 1/2SM  
-RAT BR OVC008 14/12 A2988. [KOPF SPECIAL  
ADVISORY] VIP MOVEMENT EXPECTED 162100Z TO  
162350Z. RAMP DELAYS & TFR PROCEDURES.
```



THE SIGNAL (Categorized 5-Point Briefing Dashboard)

KTEB / KOPF Operational Briefing

- **Airspace & Runways:** KTEB Rwy 06/24 closed daily 1100Z–1700Z (pavement maint). KOPF VIP movement 16th 2100Z–2350Z (TFR/delays).
- **Weather Hazards:** KTEB low IFR (2.5 SM, OVC008), light rain/mist, gusty surface winds 040° 12G22KT.
- **FBO Advisories:** Expect KOPF ramp congestion, extended taxi, and fuel servicing delays during VIP window.
- **PIC Review Items:** Review KTEB crosswind limits, low-IFR alternate requirements (FAR 135.223).
- **Dispatch Actions:** Re-evaluate fuel planning for KTEB holding; confirm KOPF FBO slot confirmations.



Scenario 2: Maintenance & Airworthiness (Logbook OCR Digitization)

Prompt & Role Definition

You are a Senior A&P Inspector.

Below is raw OCR text scanned from handwritten logbook entries for Gulfstream G550 (N700BA).

Convert into a Markdown Table:

Date	Airframe Hours	Work Performed	Part Numbers	Tech ID	Discrepancy
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Highlight in **BOLD** any missing signature lines or unreadable serial numbers.

Raw Input Data Set

[LOGBOOK OCR ENTRY 01]

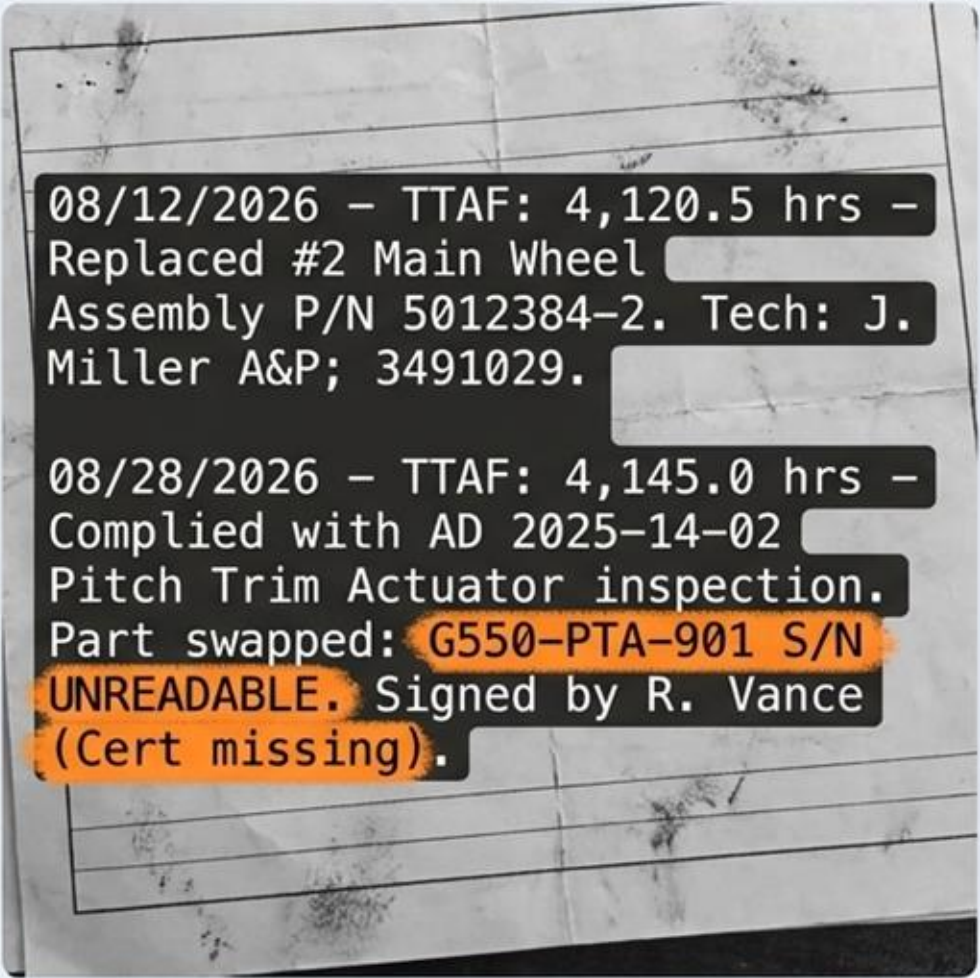
08/12/2026 - TTAF: 4,120.5 hrs - Replaced #2 Main Wheel Assembly
P/N 5012384-2. Tech: J. Miller A&P 3491029.

[LOGBOOK OCR ENTRY 02]

08/28/2026 - TTAF: 4,145.0 hrs - Complied with AD 2025-14-02
Pitch Trim Actuator inspection. Part swapped: G550-PTA-901 S/N
UNREADABLE. Signed by R. Vance (Cert missing).

Scenario 2 Output: Maintenance & Airworthiness (Logbook OCR Digitization)

THE NOISE (Raw Data Inputs)



THE SIGNAL (Structured Data Table)

Date	Airframe Hours	Work Performed	Part Numbers	Tech ID	Discrepancy
08/12/2026	4,120.5 hrs	Replaced #2 Main Wheel Assembly	P/N 5012384-2	J. Miller A&P 3491029	None noted.
08/28/2026	4,145.0 hrs	AD 2025-14-02 Pitch Trim Actuator	G550-PTA-901 S/N UNREADABLE	R. Vance	Missing signature block (Cert missing)



Scenario 3: Charter Sales & Brokers (RFQ Triage & Proposal Drafting)

Prompt & Role Definition

You are a Senior Charter Broker.

Review the informal client email request below for a TEB-VNY-PBI trip. Draft a professional client response email:

1. Itinerary summary & flight times
2. Aircraft class options (Super-Mid vs Large Cabin)
3. Catering & Pet handling plan
4. Estimated quote range

Mask all PII and tail numbers.

Raw Input Data Set

[CLIENT EMAIL REQUEST]

From: sarah.m@apex-familyoffice.com

Need charter options: TEB to VNY (Oct 2), VNY to PBI (Oct 4),
PBI to TEB (Oct 6).

Pax: 5 adults, 2 kids, 1 small dog (15 lbs).

High-speed Wi-Fi required.

Scenario 3 Output: Charter Sales & Brokers

THE NOISE (Raw Data Inputs)



THE SIGNAL (Structured Email Draft)

Email Draft Panel

Subject: Private Charter Options & **Quote:** TEB - VNY - PBI | Oct 2-6

1. Proposed Itinerary:

Leg 1 (TEB-VNY, ~5h 45m).
Leg 2 (VNY-PBI, ~4h 45m).
Leg 3 (PBI-TEB, ~2h 30m).

2. Aircraft Class Options (Wi-Fi & Pet Friendly):

Option A: Super-Midsize Jet (e.g., Challenger 350).
8-9 pax, stand-up cabin. Est: \$85,000 – \$105,000
Option B: Heavy / Large Cabin Jet (e.g., G-IVSP).
10-12 pax, sofa/divan for kids.
Est: \$115,000 – \$140,000

3. Catering & Pet Plan:

VIP catering (kid-friendly snacks & adult dining). Dog welcome in-cabin; aircraft carpet protection and water provided.

**Human-in-the-Loop
Required:
Charter Broker Manager**

Scenario 4: FBO & Ground Operations (Peak Ramp Staging Plan)

Prompt & Role Definition

You are an FBO Line Service Manager.

Review the arrival schedule feed below for Friday afternoon. Produce a 1-page Ramp Staging & Service Plan:

1. Timeline of arrivals
2. Fuel truck & GPU allocation
3. Hangar vs Ramp parking by size class
4. High-priority quick turns (<30 mins)

Prioritize turnaround speed and ramp safety.

Raw Input Data Set

[FLIGHT FEED DATA]

14:05 ETA - N550GA (G550) - 6 pax. Fuel: 1,500 gal Jet-A. Hangar overnight. Need 2 rental cars.

14:15 ETD - N300EJ (Phenom 300) - Quick turn! Needs GPU immediately + 400 gal Jet-A.

Scenario 4 Output: FBO & Ground Operations

THE NOISE (Raw Data Inputs)

Dispatch zh. N550GA (G550) -
Hanaa. Hesty, thnnight
Hangars end ust remp.

14:15 ETD - N300EJ (Phenom 300) -
Quick turn! Needs GPU
immediately + 400 gal Jet-A.

14:05 ETA - N550GA (G550) -
6 pax. Fuel: 1,500 gal Jet-A.
Hangar overnight. Need 2
rental cars.

14:15 ETD - N300EJ (Phenom 300) -
Quick turn! Needs GPU
immediately + 400 gal Jet-A.

14:05 ETA - N550GA (G550) -
6 pax. Fuel: 1,500 gal Jet-A.
Hangar overnight. Need 2
rental cars.

14:15 ETD - N300EJ (Phenom 300) -
Quick turn! Needs GPU
immediately + 400 gal Jet-A.



THE SIGNAL (Chronological Staging Timeline)

- 13:50 LCL - Pre-Stage:
 - Stage Heavy Jet Truck at main ramp for N550GA.
 - Pre-stage at quick-turn spot for N300EJ.
- 14:05 LCL - N550GA (G550) Arrives:
 - Deplane 6 pax; pull 2 rental cars to plane.
 - Upload 1,500 gal Jet-A. Tow to hangar.
- 14:15 LCL - N300EJ (Phenom 300) Arrives:
 - High-Priority Quick Turn (<30 Mins): Connect GPU immediately upon shutdown.
 - Hook nozzle and upload 400 gal Jet-A simultaneously. Expedite baggage.

✓ Human-in-the-Loop Required:
Line Service Supervisor

Scenario 5: Safety & SMS Compliance (ASAP Hazard Categorization)

Prompt & Role Definition

You are an Aviation Safety Director.

Review the voluntary ASAP hazard narrative below. Process into SMS summary:

1. FAA SMS Hazard Taxonomy Categories
2. 3 objective contributing factors
3. Root Cause Hypothesis
4. 2 preliminary mitigations

Strip all crew names and tail numbers.

Raw Input Data Set

[ASAP NARRATIVE DATA]

During night arrival into KOPF after 12-hr duty, ATC issued late runway change from 14 to 09. Rain and high workload. FO misidentified taxiway elevation lighting as hold-short bar due to faded paint. Briefly crossed line without clearance.

Scenario 5 Output: Safety & SMS Compliance

The Signal in the Noise: Hazard Categorization & Taxonomy Mapping

THE NOISE (Raw Data Inputs)

Incident Report Submission

During night arrival into KOPF after 12-hr duty, ATC issued late runway change from 14 to 09. Rain and high workload. fatigue, misidentified taxiway F0 elevation lighting as hold-short bar due to faded paint. Briefly crossed line without clearance.



THE SIGNAL (Structured SMS Taxonomy Map)

FAA Hazard Categories:

- **Primary:** Human Performance (Fatigue / Perception Error)
- **Secondary:** Operational Infrastructure (Airport Lighting & Faded Markings)
- **Contributing:** Air Traffic Control (Late Clearance)

Root Cause Hypothesis:

Degraded visual cues (faded paint) interacted with crew fatigue and elevated cognitive load (induced by a late ATC runway change at night in rain).

Preliminary Mitigations:

- **Flight Ops:** Issue Safety Alert on brief-and-verify protocols for elevated taxiway markers during night/rain arrivals.
- **Airport Auth:** Submit Hazard Notice to KOPF requesting urgent restriping of RWY 09 hold-short lines.



Scenario 6: Sales & Marketing (Pre-Owned Market Comp Digest)

Prompt & Role Definition

You are an Aircraft Sales Analyst.

Review the pre-owned market dataset below for Citation X aircraft. Synthesize into Digest:

1. Markdown Table (SN, Year, Hours, Engine Program, Price, DOM)
2. 3 Key Market Insights
3. 2-paragraph prospect email

Maintain seller anonymity.

Raw Input Data Set

[PRE-OWNED MARKET DATASET]

Listing 1: 2008 Citation X | 5,420 hrs TTAF | RR CorporateCare | Asking \$5.95M | DOM: 42 days

Listing 2: 2006 Citation X | 6,850 hrs TTAF | MSP Gold | Asking \$4.80M | DOM: 115 days

Scenario 6 Output: Sales & Marketing

THE NOISE (Raw Data Inputs)

Listing 1: 2008 Citation X |
5,420 hrs TTAF | RR
CorporateCare | Asking \$5.95M
| DOM: 42 days

Listing 2: 2006 Citation X |
6,850 hrs TTAF | MSP Gold |
Asking \$4.80M | DOM: 115 days

SN	Year	Hours	Engine Program	Price
Anon 1	2008	5,420	RR CorporateCare	\$5.95M
Anon 2	2006	6,850	MSP Gold	\$4.80M



THE SIGNAL (Comparative Market Insight Digest)

Citation X Market Comparison						
SN	Year	Hours	Engine Program	Price	DOM	
Anon 1	2008	5,420	RR CorporateCare	\$5.95M	42 days	
Anon 2	2006	6,850	MSP Gold	\$4.80M	115 days	

Key Market Insights:

- **OEM Premium:** Listing 1 commands a ~\$1.15M premium driven by lower airframe hours and preferred OEM coverage (Rolls-Royce CorporateCare).
- **DOM Pressure:** Listing 2's high Days on Market (115 days) and higher total time point to pricing vulnerability—excellent room for aggressive negotiation.



**Human-in-the-Loop
Required:**
VP of Aircraft Sales

Cohort Readouts & Playbook

 **2-Minute Table Spoke Readouts:** Each table reports: (1) Chosen operational bottleneck, (2) 90-day test workflow, and (3) Human verification threshold.

 **The AISBA 2026 Practical AI Playbook:** ERAU student scribes will compile your worksheets into the official cross-industry reference guide.

 **NBAA-BACE 2026 Reunion:** Join us in Las Vegas this October for a dedicated 1-hour AISBA alumni meetup to review your 30-day test metrics.

 **2027 Working Groups:** Continue advancing your operational initiatives across NBAA SDC, Maintenance, and Leadership conferences.