

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



Scheduling 101: Building a Trip from the Ground Up

Wednesday, February 8, 3:30 pm – 5:00 pm

PRESENTED BY:

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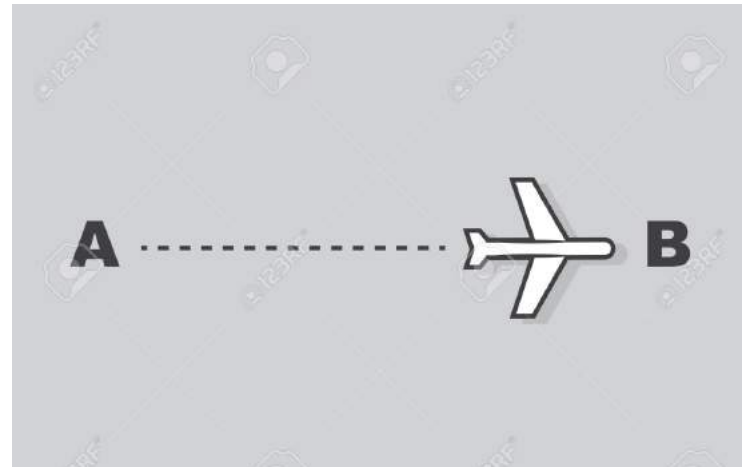
Deb Prosinski, Dispatch Supervisor, MassMutual

**SCHEDULERS &
DISPATCHERS CONFERENCE**

February 7-10, 2017 | Fort Worth, TX

Overview

- Planning a domestic trip from Point A to Point B
- Checklist example
- Crewing
- Passenger Profiles
- Flight following
- Relationships with Executive Assistants & Customer Service Reps



Who is in the audience?

- Anyone who just started?
- 1 – 3 months?
- Who schedules helicopters?
- Who schedules Float planes?
- Who schedules Jets?

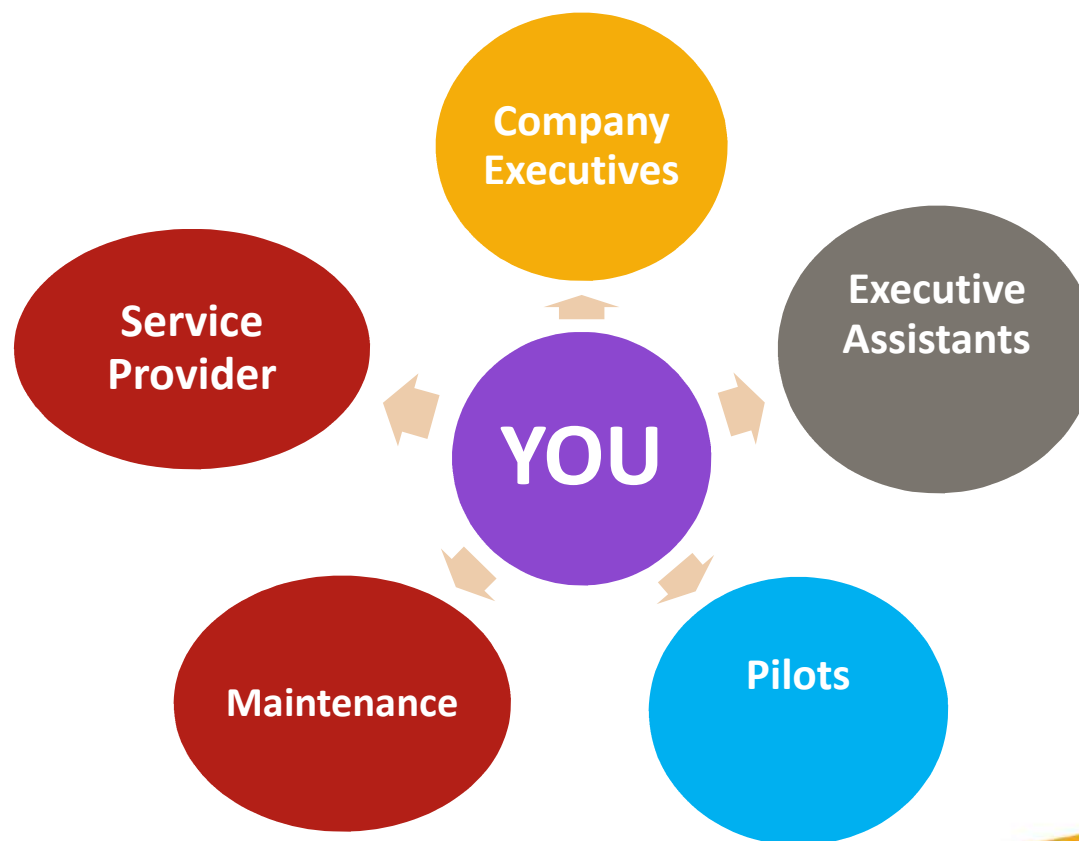


Where do we start?



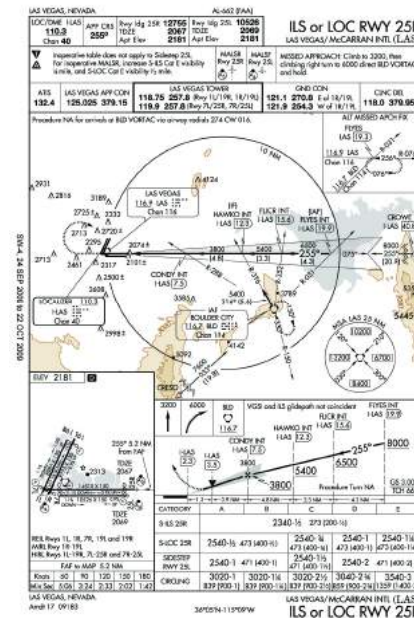
- How do we know what we need for the trip?
- How are we going to remember what we need?

Schedulers are the “HUB” of the Flight Department



Know “YOUR” Aviation Department

- Aircraft availability and limitations
- Airport and limitations
- Crew availability and limitations
- Passengers
- Standard Operating Procedures (SOP)



TRIP SHEET CHECKLIST

LEAD PASSENGER:

ADMIN

Trip Dates:

Destination

AIRCRAFT

CREW:

Captain (PIC)
Co-Captain (SIC)
Flight Attendant/TCM

PLANNING:

WX Forecast / NOTAMS
Fuel Dispatched
Transportation
Crew Hotels
Catering

SPECIAL OPERATIONS:

Spcl Proc Airports
Winter Weather
Helicopters/Charters

COMMUNICATION:

Crew Trip Packet
Schedule Change(s)
Notify FBO's
New PAX Notification
Crew Brief

PAX DETAILS:

Pax Profiles Current
Pax Transportation Departure Airports
Pax Transportation Arrival Airports
Pax Hotels

ITINERARY DISTRIBUTION:

Crew Trip Packet
Admin Assistants
Passengers

Notes:



Let's schedule a trip!

Point A to Point B

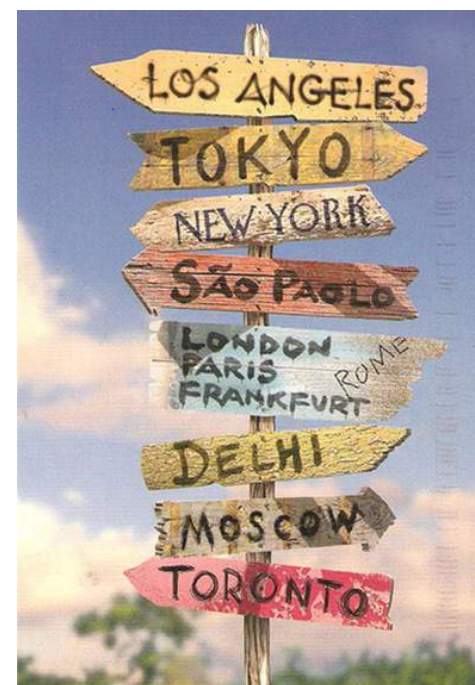
- Seattle to Bristol
- Bristol, England?
- Bristol, TN?
- Bristol, CT?

Where are we going?



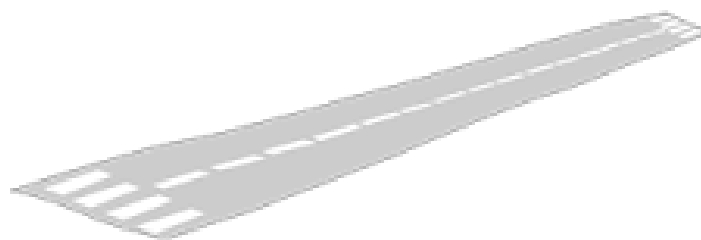
Know your Destination

- Ask for an address of their destination
- Passengers were going to ESPN in Bristol, CONNECTICUT
- Is there an airport in Bristol?
- Options for searching for closest usable airport
- Website options – GoogleMaps, VFRmaps.com



Considerations

- Runway length consideration
- Noise curfews
- Airport hours
- FBO hours
- Fuel
- Deicing
- Final determination is BDL (Bradley International
- Windsor Locks, CT)



Know your Fleet

- Can any of your aircraft go non stop to Bristol
- Turbo props, light, mid, super mid and heavy jets
- Helicopter
- Talk to the pilots – best source for a new airport



FBO – Fixed Base Operator

- Perhaps the best way to describe a FBO – a *gas station for aircraft!*
- There can be several FBO's at an airport – how do you choose?
 - Fuel price/fuel program
 - Services offered (lav service, cleaning, loyalty programs)
 - Passenger preference
 - Pilot ratings (reviews from aviation industry)



Know your Crew

- Aircraft Qualification/Currency
- PIC, (Pilot in Command) vs. SIC, (Second in Command)
- FAA Medical Currency
- Duty rest



Crew Logistics

- Ground Transportation
- Hotel Accommodations
- Catering Pick ups



Passenger Profiles

- Full Name as shown on a Government ID
- Is the passenger an employee or guest?
- Contacts – Office/Cell/Email
- Date of Birth
- Assistant Name/Contacts
- Emergency Contacts



Passenger Logistics

- Point AA to Point BB
- Luggage/Cargo/Unique Items
- Ground or other transportation to get them to Point BB
 - Car/Driver
 - Car Rental
- Passenger Stay
 - Address



Flight Following – Who is tracking the flight



- Know your company policy on Flight Following:
 - 24/7 constant monitoring
 - Only check on and off messages
 - None
 - What happens if there is an emergency? Are you prepared to handle it?

Passenger Itinerary Distribution

- Company Protocol
- Preliminary Itinerary
- Final Itinerary
- Post Itinerary
- Changes?



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Building Relationships with the Executive Assistants or Travel Planners

- Familiarization Trips
- Open House at the Hangar
- Luncheons
- Travel Fair
- Face to Face Meetings



Building Relationships with Customer Service Reps

- Take the time to know your Customer Service Rep
- Frequent FBO/Handlers
- Network at NBAA S/D Conference or other Aviation events
- Encourage your crew to connect with the Customer Service Rep



Overwhelmed??

What resources do you have as a S/D?

- NBAA S/D Conference
- Scheduling Software Users Conference/meetings
- NBAA Website/Airmail
- Networking
- Obtaining your Dispatch License



Helpful Websites



Airport Information	www.acukwik.com
Airport Trip Planner	www.universalweather.com
Airport Details	www.airnav.com www.aopa.org
Air Charter Guide	www.aircharterguide.com
Aviation Related Calculator	www.csgnetwork.com/aviationconverters.html
Air Traffic Control System	www.fly.faa.gov/flyfaa/usmap.jsp
CDC – Traveler’s Health	www.cdc.gov/travel/index.htm
Air Traffic Services (formerly GA Desk)	www.airtraffic@nbaa.com
FlightAware	www.flightaware.com
International Civil Aviation Organization	www.icao.int/index.html
National Business Aviation (NBAA)	www.nbaa.org
Restrictions – International Aviation	www.faa.gov/AIRPORTS_AIRTRAFFIC/
Special Traffic Management (e-STMP)	www.fly.faa.gov/estmp
State Department Travel	http://travel.state.gov/
Time and Date	www.timeanddate.com
Time Zone Converter	www.timezoneconverter.com/index.shtml
U.S. Customs – Traveler Information	http://www.cbp.gov/
Visas	www.g3visas.com
Weather	www.weather.com / www.weathertap.com

COMMONLY USED ACRONYMS

The following list is a useful guide for those new to the profession or a good refresher for old-timers.

A/C – Aircraft
AOG – Aircraft on Ground
APIS – Advanced Passenger Information System
ARO – Airport Reservation Office
ATC – Air Traffic Control
CAA – Civil Aviation Authority
CAM – Certified Aviation Manager
CFP – Computer Flight Plan
E-APIS – Electronic Advanced Passenger Information System
ETA – Estimated Time of Arrival
ETD – Estimated Time of Departure
ERP – Emergency Response Plan
ETD – Estimated time of Departure
ETOPS – Extended-Range Twin Engine Operational Performance Standards
EU ETS – European Union Emissions Trading System
FAA – Federal Aviation Administration
FAR – Federal Aviation Regulations
FBO – Fixed Base Operator
FIR – Flight Information Region
FOB – Fuel on Board
FOM – Flight Operations Manual
FMS – Flight Management System
FMV – Fair Market Value
FSDO – Flight Standards District Office
GA – General Aviation
GMT – Greenwich Mean Time
GPS – Global Positioning System
HELI – Heliport
ICAO – International Civil Aviation Organization
IFIM – International Flight Information Manual
IFR – Instrument Flight Rules
ILS – Instrument Landing System

IOC – International Operators Conference
IS-BAO – International Standard for Business Aircraft Operations
MEL – Minimum Equipment List
MINPS – Minimum Navigation Performance Specification Airspace
NAT Tracks – North Atlantic Tracks
NBAA – National Business Aviation Association
NM – Nautical Miles
Part 91 – Federal Regulations that govern private aircraft use
Part 121 – Federal Regulations that govern the commercial use of aircraft (the Airlines)
Part 135 – Federal Regulations that govern the commercial hire of aircraft
PDP – Professional Development Program
PIC – Pilot in Command
RAIM – Receiver Autonomous Integrity Monitoring
RON – Remain Overnight
RNAV – Area Navigation
RVSM – Reduced Vertical Separation Minimum
S&D – Schedulers & Dispatchers (in reference to NBAA's committee and annual conference)
SATCOM – Satellite Communications
SEBA – Standards of Excellence in Business Aviation
SIC – Second in Command
SIFL – Standard Industry Fare Level
SM – Statute Mile
SMS – Safety Management System
SOP – Standard Operating Procedure
SPDP – Scheduler Professional Development Program
STMP – Special Traffic Management Program
TFR – Temporary Flight Restriction
USG – U.S. Gallon
UTC – Universal Time Coordinated
VFR – Visual Flight Rules
WX – Weather

Found in NBAA Management Guide

Phonetic Alphabet

A Alpha	N November
B Bravo	O Oscar
C Charlie	P Papa
D Delta	Q Quebec
E Echo	R Romeo
F Foxtrot	S Sierra
G Golf	T Tango
H Hotel	U Uniform
I India	V Victor
J Juliet	W Whiskey
K Kilo	X X-ray
L Lima	Y Yankee
M Mike	Z Zulu

Ken's Camera







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