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International Trip Planning: Going on Your Own

February 10th, 2017 | 8:30 am – 9:45 am | 10:15 am – 11:30 am

PRESENTED BY:

Chad Patnode, John Swaney, Aggie Mitchard

Andrew Mawdsley, Moderator

**SCHEDULERS &
DISPATCHERS CONFERENCE**

February 7-10, 2017 | Fort Worth, TX

Introduction

- Speaker Bios
- Q&A Welcome

- **First Session | 8:30 am – 9:45 am | Transition Planning**
- **Second Session | 10:15 am – 11:30 am | Obstacles & Opportunities**



Chad Patnode

Dispatcher, Pfizer Corporate Aviation

Chad graduated from the Florida Institute of Technology in 2004 with a BS degree in Aviation Management with the Flight Option. In 2006, Chad was hired at CitationAir as a Flight Coordinator. Within the following 2 years, he became a Dispatcher and then Dispatch Supervisor.

During his tenure at CitationAir, Chad played a major role in establishing an aggressive in-house Dispatcher training program. This training program helped an already talented department become one of the top Dispatch departments in the country. The training program later became part of the Dispatch Mission Planning department.

In 2012, Chad was promoted to Manager of Mission Planning and Training. Later in 2012, he left to become a Dispatcher within Pfizer's Aviation department. It is this title that he continues to hold today. Chad continues his goal to help create one of the most knowledgeable and dynamic Dispatch departments possible.



John Swaney

Training & Standards / Senior International Captain, Hewlett Packard Enterprise

Captain Swaney serves as a G550 International Captain for Hewlett Packard Enterprise, an IS/BAO stage three flight department. John has served as Chief Pilot, Standards and Training and as an IS/BAO auditor for fixed and rotor wing operations. John's flight experience spans three decades of fortune 100 corporate flight departments McDonnell Douglas, Electronic Data Systems and Hewlett Packard Company, with over 20,000 hours of flight experience in Gulfstream, Challenger, Falcon, Lear Jet and Sikorsky aircraft. As Chief Pilot for Hewlett Packard Enterprise and EDS Inc, he has vast experience in part 91 operations, SMS, FOQA, ASAP, ultra long range aircraft, and domestic and international satellite base operations.

John's expertise extends to Business Aviation flight department finance and metrics, talent search, strategy and technical operations. John received his flight training at Letourneau University and is a Certified Aviation Manager (CAM), IS-BAO accredited auditor for fixed and rotor wing. John is also a Founding Director of the Northern California Business Aviation Association.



Aggie Mitchard

International Flight Crew/Dispatcher Instructor

Aggie's experience in Flight Operations stems from working hands on in many areas of the aviation industry during a career spanning 31 years at both a major commercial airline and a NASCAR race team corporate flight department.

She has worked Customer Services, Station and Flight Operations, Domestic and International Flight Dispatch, and continues to do contract pilot/dispatcher training while currently working as an International Flight Crew Training Instructor at a major airline.

Aggie holds a Bachelor of Arts and Sciences degree in Psychology and an Associate in Applied Science degree in Aviation Sciences. She is a licensed Aircraft Dispatcher, Commercial, Multi-engine, instrument rated pilot, CFI, and Advanced Ground School Instructor.



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Why Go on Your Own

- Quality & Consistency
- Employee Engagement
- Team Oriented Culture
- Job Security
- Fatigue Mitigation
- Financial Savings

Defining Success

- Current Demand
- In-House Capabilities
- Team Bandwidth
- Shifting Processes (procedural, financial, etc.)
- Sourcing Handlers
- Communicating Confirmations
- Information Resources
- When will you use an international service provider (ISP)?

Defining Success

When will you use an ISP?

- Difficult Destinations
- Lean Staffing
- Value-Added
- FCPA Considerations

The Transition

Start Small

- Easy coordination locations
 - Known handlers
 - Short flight plans

- Train your Team
- Work with current ISP
- Develop Processes & Checklists

Training

- Flight Planning
- Charts Training
- International Procedures Training
 - Including regional experts (Dispatchers & Flight Crews)
- Weather
- Regulations
- Performance / Runway Analysis
- Emergency Response Training / Tabletop Exercises



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Obstacles & Opportunities

- Training
- Resource limitations (know when to ask for help)
- Quality of life for dispatchers, who will the pilots call first?
- Define Roles & Responsibilities *(not just dispatchers)
- Calibrate Often

Lessons Learned



Checklist Items for Consideration: Sample A



INTERNATIONAL CHECKLIST

AIRPORT AND WEATHER ANALYSIS – Dept/Enroute/Arrival

Current Weather
Forecasted Weather
Adverse Conditions
Winds conditions – max crosswind for dep/arr
Turbulence
NOTAMS
ATC considerations

ENROUTE ALTERNATES SUITABILITY

Forecasted weather & winds during the time needed
Significant Weather at time needed (Thunderstorms)
Surface conditions
Wind shear / turbulence
Icing / temperatures
Lowest minimums available
Trend analysis (conditions changing)
ATC considerations

AIRCRAFT SUITABILITY

Check MEL/CDL for any aircraft restrictions
Airspace compliance with filing equipment (RNAV/RNP, RVSM, etc.)
GPS RAIM predictions (if applicable)

ROUTE PLANNING – repeat for 2 or 3 viable routes

Best wind route calculation (per CFP system)
Review Track Message (if applicable)
Avoidance of specific countries / Flight Information Regions
Review of any restrictive airspace avoidance, etc.
Review any airport requirements (dept/arr)
Preferred route compliance (CDR, CRAM, noise abatement, etc.)
Refer to Eurocontrol Network Operations (formally CFMU) RAD
Choose “ETOPS” rule to operate on

Use Plotting Chart (paper or electronic) to note:

Route
EEP (EXP if needed)
Suitable ETOPS enroute alternates & ETP’s

COMPUTER FLIGHT PLAN

Turb/windshear
Altitudes
Enroute Altitude Temperature
Climb / cruise / descent speed schedules
Driftdown if necessary
Re-clear (re-dispatch/re-release planning - if applicable)
Tankering calculation / decision (if applicable)
Min fuel versus planed fuel analysis;
 Any Delays, Weather Delays, fuel upload requirements for ETOPS
 alternates (if applicable)
Central Flow Management Unit (CFMU) Route validation (if applicable)
Slot Coordination (if applicable)

FLIGHT PLAN/FINAL CHECK

Weather
Enroutes
Route
Weights (Ramp & Payload)
MEL/CDL
Fuel
Altitude
ATC considerations

Checklist Items for Consideration: Sample B



| Departure | | | Completed By: | |
|--|----------|---|---------------|-----|
| | | | Pfizer | ISP |
| Dispatch Point of Contact for trip:* | CP | Chad Patnode Cell phone: 123.456.7890 | | |
| Date / Tail # / Crew | CP | March 5th / N123AB / AA BB CC | | - |
| Departure (AOE?) / Arrival (AOE?) / FCPA Hotspot?* | CP | KEWR / EGSS | | - |
| ETE* / Cumulative Flight Time* | CP | 5H40 | | - |
| Show Time / ETD / ETA | Change | 1000L (1500Z) / 1200L (1700Z) / 2240L (2240Z); Departure Time changed from 1500L to 1200L; NOTIFY CREW AND HANDLER | | - |
| eAPIS/CARICOM/Foreign APIS | CP | EApis Conf 7381817; No foreign APIS required | | - |
| Slot Validity* | NA | No slots for EWR | | - |
| En-Route | | | | |
| Flight Plan Number/ Recall Number | Progress | Flight plan to be filed by 4 hours prior to departure | | |
| Fuel on Board / Aircraft Weight Restrictions* | CP | 33000# takeoff fuel; 21000# burn | | - |
| Mach | CP | M85 | | - |
| ETP / Wx Alternate | Progress | ETP: CYQX/BIKF/EINN; Wx Alt EGKK - LOW WX FORECASTED FOR ETA; MAY NEED TO ADJUST ALT | | - |
| Foreign Overflight Permits* / US Overflight* | Progress | No Overflight Permits required | | - |
| Destination | | | | |
| Handler*/Handling Agent Name, Email, and Phone # | Progress | Signature Flight Support Phone Number: +xx.xxx.xxx.xxx Email Address: signature@signature.com; OBTAIN HANDLER AGENT DETAILS | | - |
| Payment Method | CP | AvCard | | - |
| Slot Validity* | Change | Arrival Slot confirmed for 2000z; Valid +/- 15 minutes; CHANGED ARRIVAL TIME TO 1700Z; UPDATED SLOT REQUESTED, AWAITING CONFIRMATION | | - |
| Landing Permit* | CP | Landing Permit Confirmed; Conf# PPR12345, must include in Item 18 of Flight Plan | | - |
| Taxi Instructions | CP | Taxi direct to parking stand once obtained | | - |
| Parking Instructions | Progress | Parking confirmed; will obtain stand number 1 hour prior to arrival | | - |
| Crew Passport/Visa/Validity* | CP | Crew will bring primary passports; All visas obtain and copies made | | - |
| Foreign Pax Passport/Visa/Visa Waiver/Validity* | CP | All pax passport details obtained; All visas obtained and copies made | | - |
| Fuel | Progress | World Fuel release confirmed to fuel on arrival; UPDATE WITH NEW ARRIVAL TIME; INQUIRE ABOUT VAT EXEMPTION | | - |
| Transportation [Crew / Pax] | CP | Handler will transport crew to hotel; Pax ground has been arranged by meeting planner | | - |
| Hotel [Crew / Pax] | CP | Crew: Hilton Hotel; Address Hilton Rd; Phone Number +xx.xxx.xxx.xxx; Pax: Marriott Hotel; Address Marriott Blvd; Phone Number +xx.xxx.xxx.xxx | | - |

Checklist Items for Consideration: Sample C



International Dispatch Checklist

- Landing Permit Confirmed, when applicable
- Arrival/Departure Slots Confirmed with ID and correct timing
- Parking confirmed; Parking location communicated to crew, if available in advance
- Handler has complete Crew & Passenger list, including valid passport information.
Send General Declaration Form.
- Payment Method has been confirmed with Handler
- Ground Transportation for crew to hotel confirmed with appropriate vehicle
- Destination FBO email addresses saved in FMS system for crews to communicate directly with Handler, Example naming convention "EGGWOPS"
- US CBP EAPIS submitted. For inbound flights, Fax Gen Dec with ETA to CBP.
Phone call to CBP to confirm EAPIS received. Advise crew of confirmed clearance time.
Provide CBP "Notification of Receipt of Transmission" email to PIC.
- Verify Fuel Release has been sent to Handler.
- Send message to handler advising that the trip is confirmed.
 - o Mexican EAPIS confirmed
 - o UK RCF forms for inbound (non-UK citizens)

Cancellation Checklist

- Notify Handler on cancelled trip/leg. Inquire what charges are expected to be billed (if any).
- Notify local Customs and Border Patrol if arranged
- Notify flight crews and maintenance
- If confirmation of cancellation not received from handler, follow up any leg cancellation notification message with a phone call to the local handler.

Filed flight plans will include:

1. Filing Strip/ATC Acknowledgement
2. Flight Plan
3. Text Weather/NOTAMS
4. TMI (Track Message Indicator) text & NAT Track Graphic
5. HI SIG Chart
6. Hurricane/Typhoons Tracks Graphic, if required
7. Volcanic Ash Graphic, if required
8. Completed ICAO flight plan
9. Surface Chart
10. Satellite Infrared
11. ETOPS graphics
12. RAIM Check

Questions?



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