

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



Smarter Charter

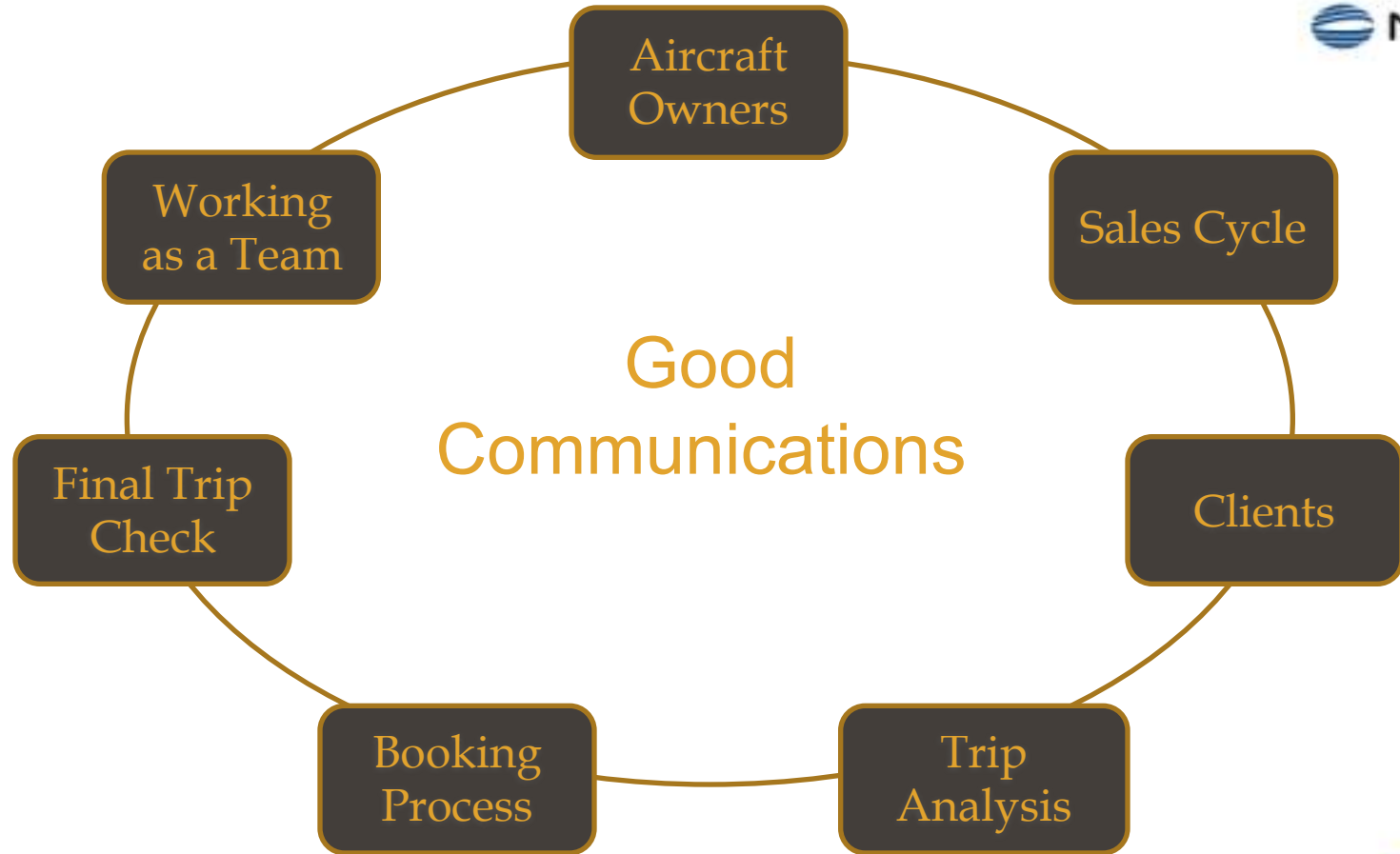
Friday February 10, 2017 | 10:15 a.m. – 11:30 a.m.

PRESENTED BY:

Mike Moore (Meridian), Kyle Hanson (Solairus Aviation) and Brande Waddle (Glazer's Flight Operations)

**SCHEDULERS &
DISPATCHERS CONFERENCE**

February 7-10, 2017 | Fort Worth, TX



Why Charter?

Understanding Owners

- Balancing the wants and needs of the owner vs. Charter Sales
 - Most Owners Charter to Offset Costs NOT to Make Money
 - Safe operation of the aircraft
 - Preservation of the asset's value
 - Selling the trip twice...First the Client and then the Owner
- Understanding Sales
 - Tremendous Resources to into Securing a New Client
 - Competition is Fierce
 - Time is critical
 - No Second Chances

Charter Sales

Vetting the Client

- Affordability – Ask Questions
- Trip Type (International/Domestic), Number of Passengers, Times
- Aircraft Type
- Pets/Special Needs
- Internal or External Aircraft to Source
- Does the Trip Meet Owner Criteria

Trip Analysis

Communicating with Ops – During the Quoting Process

- Permits, Duty Times
- Crew Rest Requirements
- Stop or Non-Stop – Where to Stop on the Great Circle Route
- Airport Selection - Runway Lengths, Altitude, Approaches, Curfew
- Time to Accomplish Necessary Requirements
- Crew Availability, Crew Requirements, Pricing
- Safety is the Ultimate Decision Factor

Booking Process

Communicating with Flight Operation/Dispatch

- Schedule Trip When Quote is Signed
- Have Payment Terms in Place
- Gather all Passenger Information
 - Names
 - Passport Information
 - 24 Hour Contact Information
 - Transportation

Final Trip Check

Prior to Departure

- Verbal recap of all Trip Details with both Client and Operations
- Coordinate with Ops regarding weather, NOTAMS, rest issues (if changed)
- Flight Follow all legs
- Ensure Ancillary Services are in place/delivered
- Look at upcoming legs for changes

Working as a Team

Understanding the Challenges of Both Groups

- Sales Keeps Client Happy and Responsible for Selling
- Operations Responsible for Safe Operation of the Trip
- Both are Responsible for the Aircraft Owner's Interests
- Cross Training Employees
- Daily Meeting with Sales & Ops to Review the Schedule
- Incentivize Operations – Participate in the Commission Pool
- Debrief with Crew – Address issues, formulate solutions

Flight Operations

- Communication
- Lead Times
- Crew Scheduling
- Aircraft Scheduling
- Passenger Details

Communication

- Open communication (Charter Sales – Flight Ops)
 - Flight Crews (Pilots, MX, FA)
 - Aircraft Owner
- Challenges
 - Remote working locations
 - Understanding of position/department goals and responsibilities

“The Single biggest problem with communication is the illusion that it has taken place.” – George Bernard Shaw

Lead Times

- Landing permits
- Crew/pax Visas
- Owner approval
 - Setting realistic expectations
 - Likely different for every managed aircraft
 - Ensuring everyone involved understands the process
 - Communicating any status updates
- Crew scheduling
 - Confirming qualified crew for the aircraft
 - Contract Pilots and FA Availability

Crew Scheduling

- Qualified Crew for 135 Charter Flights
 - Training done under the Operator's certificate
 - 135.299 line check to be PIC qualified
- Contract Crew
 - Positioning considerations for non based crew
 - Time and cost

Crew Scheduling

135 Crew limitations

- Flight Time
 - 10 hours (2 pilot crew)
 - No more than 10 hours in a 24 hour period
 - 12 hours (3 pilot crew)
- Duty Time
 - 14 hours (2 pilot crew)
 - 18 hours (3 pilot crew)
- Rest
 - 10 hours minimum rest
 - Be mindful of the 10/24 regulation when scheduling/quoting minimum rest trips

Aircraft Scheduling

- Parking limited at some airports
 - May require repositioning to/from
 - Adds time
 - Adds cost
- Potential security risks to consider
 - Aircraft security at the airport
 - Crew security
 - No Go situations

Passenger Details

- Document copies are always best if possible
 - Lessens chance of input error
 - Errors risk possible fines or worse
 - Copy on file in case of issue while on trip
- APIS/eAPIS Requirements
 - 135 v. 91
 - Main differences to note: pax home address and US border crossing needed for 91
 - Must be accurate

COMMUNICATION IS KEY



Roger Murdock: We have clearance, Clarence.

Captain Oveur: Roger, Roger. What's our vector, Victor?

Tower voice: Tower's radio clearance, over!

Captain Oveur: That's Clarence Oveur. Over.

Tower voice: Over.

Captain Oveur: Roger.

Roger Murdock: Huh?

Tower voice: Roger, over!

Roger Murdock: What?

Captain Oveur: Huh?

Victor Basta: Who?

Flight Department Resources

- Trusted vendors
- Other flight departments
- FBOs
- Air Charter Guide
- S & D Conference

Selecting Charter Operator

- Vetted
 - ARGUS (Gold, Gold Plus and Platinum)
 - Wyvern (Registered Operator and Wingman Standard)
 - IS-BAO (Stages 1,2 and 3)
 - Air Charter Safety Foundation audit registration

Charter Operator Review Form

Charter Operator Review Form									
Date:		Next Compliance Review Date:							
Note: Completion of this form may be repeated every 24-calendar months or as deemed necessary.									
Name of Operator:									
Point of Contact:				Email:					
Address:									
City:				State:			Zip:		
Tel:				Fax:					
Years as an Approved Charter Operator:				Certificate #:					
Aircraft Make/Model:									
Date of Manufacture:									
The following documents have been examined:									
• Operating Certificate								<input type="checkbox"/> Yes <input type="checkbox"/> No	
• Insurance Certificate								<input type="checkbox"/> Yes <input type="checkbox"/> No	
• Independent Third Party Audit By:								<input type="checkbox"/> Yes <input type="checkbox"/> No	
• Training Records								<input type="checkbox"/> Yes <input type="checkbox"/> No	
Operational Requirements									
1. IS-BAO Certified/Registered (or validated Safety Management System)								<input type="checkbox"/> Yes <input type="checkbox"/> No	
A. Training Program								<input type="checkbox"/> Yes <input type="checkbox"/> No	
B. Fatigue Program								<input type="checkbox"/> Yes <input type="checkbox"/> No	
C. Security Program								<input type="checkbox"/> Yes <input type="checkbox"/> No	
D. Maintenance Control Program								<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. International Operations Experience								<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. Use of Substitute Charter Operators								<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Flightcrew Qualifications:									
PIC	TT	Time in Type	ATP <input type="checkbox"/> Yes <input type="checkbox"/> No	Type Rating <input type="checkbox"/> Yes <input type="checkbox"/> No	Medical <input type="checkbox"/> 1st <input type="checkbox"/> 2nd				
SIC	TT	Time in Type	ATP <input type="checkbox"/> Yes <input type="checkbox"/> No	Type Rating <input type="checkbox"/> Yes <input type="checkbox"/> No	Medical <input type="checkbox"/> 1st <input type="checkbox"/> 2nd				
5. Flight Attendants (Current and qualified)								<input type="checkbox"/> Yes <input type="checkbox"/> No	
Operational Questions									
1. Brief description, including dates, of any modifications or refurbishments for aircraft listed above:									
2. What is the number of flight crewmembers currently employed?									
3. Have there been any enforcement actions against the operator or any currently employed crewmembers? If so, please explain:									
4. What is the current safety record of the operator?				Accidents:			Reportable Incidents:		
5. What is the current customer satisfaction rating?									
6. Comments:									
I certify that the above statements are true (responsible person for this charter operator signs):									
Name			Signature				Date		
Result of the Charter Operator Compliance Audit:									
<input type="checkbox"/> The above Charter Operator is qualified and certified for <input type="checkbox"/> International, and <input type="checkbox"/> Domestic substitute charter operations.									
<input type="checkbox"/> The above Charter Operator is NOT qualified and certified to do the substitute charter operations.									
Name			Signature				Date		

Aircraft Charter Pre-Screening Questions

Appendix A: Aircraft Charter Pre-Screening Questions

Charter consumers are best served when the pre-screening of several charter operators and/or charter brokers is conducted in advance of a charter flight. Use the following questions as a basis to determine which charter operator or charter broker might be the best match for your needs.

Background and Experience

- Who is the FAA-certificated charter operator that will conduct our charter flights? What experience does the operator have? How long has the operator been in business: in aviation? As an air charter operator?
- What type of aircraft is on the charter certificate? What year(s) were the aircraft manufactured? What, if any, major refurbishments (interior, flight equipment, paint, etc.) were completed on the aircraft, and when?
- How many aircraft and crew does the charter operator have? Has the FAA ever taken enforcement action against the operator or one of its flightcrew members?
- What experience does the crew have? How many flight hours total time? How many hours in make/model of each aircraft?
- If special operations (e.g., mountain airports, extended over water) will be conducted, what experience (initial and recurrent) does the crew have with these operations?

Aircraft Maintenance

- Who maintains the aircraft? If it is not maintained by a factory service center, how often is/are the maintenance technician(s) sent for training specific to that make/model aircraft?
- How does the operator handle maintenance situations that, on a rare occasion, might arise during a trip you have booked?

International Operations

- If you are planning an international flight, what experience does the operator have flying to/from within the countries you wish to visit?
- What specific safety and security measures does the operator implement when conducting operations in that region?
- Will the charter operator or authorized ground handler assist with immigration and customs logistics, such as visas and customs forms?

Safety and Security

- What is the operator's safety record? Has the charter operator had any aircraft accidents or incidents? If so, what measures has the operator implemented to ensure increased safety?
- Has the charter operator been audited by an independent third-party organization? What were the audit findings, and how does the charter operator compare to other charter companies?
- What security screening procedures are in place (e.g., to identify passengers)? (Note: Appropriately, charter operators will be hesitant to describe their security procedures/plans; your questions should focus on what passengers need to do to comply with the operator's security program.)
- How often is training provided to the crew and what is covered in the training? (e.g., does the charter operator provide training above and beyond the minimum training requirements established by the FAA?)
- Where is the training conducted? Is the initial and recurrent training provided in a simulator or the aircraft?
- What is the charter operator's policy on crew flight time and duty limits? If a possible customer trip goes beyond the crew flight/duty times, how would the charter operator conduct the mission and maintain their policies?
- Will there be a flight attendant on board the flight? Is the flight attendant assigned to your flight egress trained for the specific make/model of aircraft you are flying on?
- Is the aircraft equipped with a defibrillator and are the crew trained in its use? Does the aircraft have a subscription to an in-flight medical assistance program in case of medical emergency?

Customer Service

- Do the pilots, flight attendants and other employees receive customer service training? Are service standards in place; what are they and how are they measured?
- What is the customer satisfaction rating: low, average, good, excellent? What documentation does the operator have to support that?
- How soon prior to the scheduled flight will the aircraft be at the airport, ready for departure?
- To whom should concerns/complaints regarding flight irregularities, safety, or customer service be directed? Is there someone available 24/7 in case you have any of these concerns?

Aviation Insurance

- What company issues the aviation insurance policy? What are the charter operator's insurance coverage and limits?
- Will the charter operator name you as an additional insured?
- Will the charter operator provide you with a waiver of subrogation and a certificate of insurance confirming the coverage and aircraft that will be used for the flight?

Problem Resolution

- How will the charter company accommodate you if there is a problem encountered with the flight arrangements? (E.g., charter operator's aircraft is unavailable either prior to booking the trip or the aircraft becomes unavailable after the trip is booked.) Will the operator find another charter operator to conduct the flight?
- If a problem is encountered and a substitute charter operator is to be used, who is that operator and what are the substitute's answers to these pre-screening questions?











































Source: Aircraft Charter Consumer Guide

<https://www.nbaa.org/member/admin/options/charter/aircraft-charter-consumer-guide.pdf>

Selecting Aircraft

- Number of people
- Distance traveled
- Airports requested
- Where is aircraft originating from?
- Aircraft Size, Age and Condition
- Cost
- Baggage / Cargo space
- Necessities / Amenities

Aircraft Comparison

SMALL CABIN JETS				MIDSIZE CABIN JETS				LARGE CABIN JETS			
Aircraft Type	Seating	Range (statute miles)		Aircraft Type	Seating	Range (statute miles)		Aircraft Type	Seating	Range (statute miles)	
CITATION JET	6	1140		LEARJET 35	8	2000		FALCON 2000S	7-10	3390	
CITATION II	9	1500		CITATION III	8	2110		FALCON 2000EXL/XTX	8-10	4410	
CITATION III	8	1600		CITATION III	8-9	1810		CHALLENGER 601	8-9	3600	
LEARJET 31	8	1330		CITATION EXCELCEL	7-9	1630		CHALLENGER 604	9-11	4450	
FAIRCHILD DORON PREMIER	5	1110		LEARJET 40	6-8	2600		CHALLENGER 605	9-12	4450	
CITATION BRAVO	7-8	1600		FAIRCHILD 800	8	2700		EMBRAER LEGACY	13-14	2800	
LEARJET 35	8	2270		FAIRCHILD 800XP	6-8	2620		HEAVY CABIN JETS			
BEECHCRAFT A50A	8	1580		ATR 72-600	7-8	1800		FALCON 900/900B	12-14	4160	
CITATION ULTRA	9	1700		SUPER MIDSIZE CABIN JETS				FALCON 900DX	12-16	4870	
CITATION ENVOIE	9	1840		HAUER 1300	8-9	3240		GULFSTREAM IV	10-12	4730	
LEARJET 40	7	1600		HAUER 1300X	8-9	3600		GULFSTREAM G450/550	12-16	4520	
LEARJET 4000	6-7	1800		FALCON 7X	7-8	3480		GLOBAL 5000	12-13	6350	
LEARJET 45	8	2100		CITATION SOVEREIGN	8-9	3220		GLOBAL EXPRESS	14	6950	
LEARJET 45XR	8	2000		CITATION X	8-9	3440		GULFSTREAM G550	14-16	7290	
				GULFSTREAM G280R	9-10	3800					
				CHALLENGER 850XR	9-10	3670					

JET COMPARISON GUIDE

The following Jet Comparison Guide, arranged by aircraft cabin size, is designed to help you determine the perfect aircraft to fit your specific travel needs. Executive Jet Management offers a broad selection of aircraft types from which to choose. For additional information about any aircraft you may be considering, please contact us at 877-356-5387. With offices staffed 24/7/365, an expert EJM Charter Services Representative is always available to answer your questions.

Small Cabin Jets

Small cabin jets are designed to comfortably accommodate six to seven passengers with modest baggage space. They are perfect for shorter trips where your destination is up to three hours flight time or 1,400 miles away, in optimal conditions. Some small cabin jets include an enclosed lavatory. None have a galley or include a flight attendant. Small cabin jets are considered to be the most cost-effective choice.



Midsize Cabin Jets

Midsize cabin jets are designed to comfortably accommodate six to eight passengers with adequate baggage space. They are ideal for trips within the U.S. and can fly to many U.S. locations nonstop. Their maximum travel range is up to five hours flight time or 2,200 miles in optimal conditions. All midsize cabin jets include an enclosed lavatory and generally have a full galley. They also feature a more comfortable interior arrangement and a taller cabin than the small cabin jet. They typically do not include a flight attendant.



Super Midsize Cabin Jets

Super midsize cabin jets are designed to comfortably accommodate eight to nine passengers with generous baggage space. Ideal for longer trips including domestic and transatlantic travel. Their maximum travel range is up to seven hours flight time or 3,500 miles in optimal conditions. All super midsize cabin jets include an enclosed lavatory and typically have a full galley with room for preparing and serving food and drinks. They also have generous standing and walking room compared to small and midsize cabin jets. Some will include a flight attendant.



Large and Heavy Cabin Jets

Large and heavy cabin jets are designed to comfortably accommodate 10 to 16 passengers with substantial baggage space. These jets are ideal for international, nonstop transoceanic travel with a maximum travel range of up to 12 hours flight time or 6,000 miles for the largest jets. All large and heavy cabin jets include an enclosed lavatory and a fully-equipped galley with room for preparing and serving food and drinks. They also have the largest interiors and include sleeping accommodations for smaller groups. All flights have a flight attendant on board.



Helicopters

Helicopters are designed to accommodate up to eight passengers and are ideal for short transport flights and avoiding automobile travel and traffic.



Request for Proposals

Appendix B: Request for Proposals – Aircraft Charter

Use this form to obtain quotes for specific aircraft charter trips. Complete answers for Parts B and C on separate sheet. Return charter quotes to:

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

PHONE/E-MAIL _____

Part A: Information About Your Trip (for Charter Customer to Complete):

(List catering requirements, customer preferences and any other trip notes on a separate sheet, as needed.)

	Departure Date	Number of Passengers	Departure Time	Departure City	Arrival City	Desired Arrival Time
Leg 1						
Leg 2						
Leg 3						
Leg 4						
Leg 5						
Leg 6						

Part B: General Questions About the Operator (for Charter Company or Broker to Complete):

1. What is the name that appears on the charter company's air carrier or commercial operating FAA certificate?
2. What is the charter company's air carrier or commercial operating certificate number?
3. Which FAA FSDO, and which principal operations inspector (POI) oversees your charter certificate?
4. What, if any, limitations has the FAA placed on the charter operator's operations specifications? (e.g., no international flights, no flights under instrument flight rules)
5. Which aircraft (make, model and, if available, tail number) will be used for the flight?
6. Who are the crew members who will be conducting the flight and what is their experience level? (e.g., total number of flight hours experience, number of hours in make/model aircraft, recent training provided)
7. Under what conditions would you substitute crew members and what are your policies with regard to using substitute crew?
8. If you substitute crew members, when will I be notified of the change and receive information about the crew members' experience and training?
9. If you are an air charter broker:
 - Are you receiving compensation from the charter operator to arrange this flight? (If so, please state separately on the invoice your commission.)
 - Are you acting as an agent of the customer? An agent of the air carrier? An agent of both the customer and the air carrier? As an indirect air carrier?

Part C: Aircraft Logistics and Pricing (for Charter Company or Broker to Complete):

(This information may be provided in the form of a charter quote attached to the Part B responses.)

1. What is the hourly rate for the aircraft?
2. What additional costs will/might be charged? What are the costs?
 - Catering?
 - Crew charges?
 - Landing fees?
 - Overnight fees?
 - One-way surcharge?
 - Other?
3. Are discounts provided for block charter? What hour increments are required and what is the discount?
4. What is your cancellation policy? What, if any, fees are charged?
5. What are your refund terms if the trip is not conducted as agreed upon?
6. What is the total estimated price for the trip, inclusive of all taxes and fees?

NBAA Aircraft Charter Consumer Guide 11

Source: Aircraft Charter Consumer Guide

<https://www.nbaa.org/member/admin/options/charter/aircraft-charter-consumer-guide.pdf>

Presenting Options

- Be sure to get the information from the representative that you know your passengers will want
- A picture says a thousand words
- Manage expectations
- More than one option

Presenting Options

- Short and sweet

The 2 below flights would depart from Addison

- 2004 Sovereign Citation \$23k (cabin height 5.7'), with wi-fi
- 2009 Lear 45XR \$17k (cabin height 4.9'), with wi-fi, **NOT available to depart before 1200**

The 2 below flights would depart from Dallas Love Field

- 2004 Falcon 900EX \$29k (cabin height 6.2'), **NO wi-fi**
- 2000 Hawker 800XP \$16k (cabin height 5.7'), with wi-fi

Please see the attached flyers for each aircraft

Communication

- Convey expectations
 - Who handles which items?
- Communicate needs to the charter company representative
 - Advise them of any passenger dietary restrictions and/or medical conditions
 - Ensure they are aware of passenger expectations
 - Keep them updated with trip changes

Post-Trip

- Recap what went right and what needs improvement
- Compare quote and invoice

