



First Contact Checklist

Basic Information:

- Exchange contact information
- Verify when passengers need to arrive at destination
- Discuss meeting time/place and FBO contact information - ensure they have any access codes needed
- Advise passengers of the possibility of a cancellation due to weather, etc. and let them know to always have a back-up plan
- Remind passengers of lack of toilet facilities inflight and encourage them to avoid/limit fluid intake
- Advise passengers to bring sunglasses, reading material, sweaters, etc., for inflight comfort

Confirm Details and Special Needs: *Note: This should be a confirmation of items discussed with the trip coordinator.*

- Number of passengers, accurate weights, and baggage weight (obtaining accurate weights is critical, but it requires a tactful approach to preserve dignity and privacy)
- If supplemental oxygen is needed and you provide it, you will brief them on proper use before the flight (if they bring their own check that the system is FAA approved)
- Approved child restraint seats are required during taxi, takeoff, and landing
- Are passengers ambulatory and able to get in and out of your airplane? (Have a collapsible step stool available if needed)
- Will you need to stow a wheelchair? (Most treatment facilities can provide one upon arrival)
- Will there be any animals on the flight? If so, discuss the need to secure them and have them walked prior to the flight

Identify Flying Experience:

- Give a brief and light explanation of flying and safety, especially if they are nervous or this is their first flight on a GA aircraft
- Based on your passenger's anxiety level, consider bringing an assistant (even a non-pilot) to help out

Source:

Public Benefit Flying: Balancing Safety and Compassion
www.airsafetyinstitute.org/publicbenefitflying