

First Contact Briefing Card

First Call

- Exchange contact information
- Verify when passengers need to arrive at destination
- Discuss meeting time/place and FBO contact information
- Advise passengers of the possibility of a cancellation due to weather, etc. and let them know of your back up plan
- Remind passengers of lack of toilet facilities inflight (and to avoid/limit coffee and tea intake)
- Advise passenger to bring along sunglasses, reading material, sweaters, etc., for inflight comfort

Confirm Details and Special Needs

[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 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)

Identify Flying Experience

- If they are nervous give a brief and light explanation of general aviation flying and safety
- Based on your passenger contact, consider bringing an assistant (even a non-pilot) to help out