



Flight Crews For Dummies

Alliance
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OUR GOAL

- Our goal is to provide cutting edge technology to our crew members through the use of our DART CREW app for our flight crew utilizing DartMyGT for their safe, reliable, and on-time transportation needs.
- Please share with all your crew members the use of the Mobile app that has been created just for them. They can find us on the Apple I Tune store or the Android Google play store. The app is easy and free to download by searching for “ DART CREW “
- Let them know that once they have downloaded the app, they can track the van that has been assigned to them as well as displaying a photo of the driver and his or her direct phone contact. The app will also provide valuable information such as directions to the pickup point and other necessary information that might be required.

USING THE DART APP

- It is **Critical** for all drivers to utilize the DART DRIVE app on your phone or on the company tablet.
- If you are using your personal phone as the tracking device, make sure your GPS location selection is set to allow tracking. Once you have selected the ENROUTE button you may not navigate away from that window until you are completely finished with your trip. This means not going to any other programs on the phone or search features until you have dropped off your crew. Once you initiate the ENROUTE button please continue till you have gone thru the ARRIVED and PICKUP and DROP OFF buttons. If you navigate away from the app the GPS will stop tracking and the flight crew monitors in dispatch can no longer see your location or status.

FLIGHT CREW OVERVIEW

- **The number 1 concern** with flight crew operations is to be on time. On time means 5 to 10 minutes EARLY at your pickup point. If a flight crew is picked up late this could mean a flight delay with the airline and misconnects for passengers. This means thousands of dollars in loss revenue for the airlines if they must rebook their passengers on other airlines and hotel arrangements.
- If you are not going to make it to your arrival point on time, please notify the flight crew dispatch agent as soon as you realize that you might not make it on time so they can call the hotel for you and speak to the flight crew and alert them of the delay or make arrangements to have an alternate arrangement made.
- **Doubling up crew's** flight crews are not to be doubled up unless they are five minutes or less apart from the scheduled pickup time.

FLIGHT CREW OVERVIEW

- Hotel pickups are priority over airport pickups.
- Always greet your flight crews with good morning, good afternoon or good evening. On outbound flights please wish them “Safe Travels”
- Identifying the ranks of the flight crews. Captains have 4 stripes on their epaulettes (Shirt Bars on shoulders) First Officers 3 stripes.
- If you arrive at the hotel early or on time and you cannot be seen from the front door of the hotel, please turn off your vehicle or bus and enter the hotel and wait for the flight crew in the lobby.

RULES AND REGULATIONS

- Always carry your driver's license and any other required ID or license.
- Always check your vehicle thoroughly prior to leaving the base.
- Always check your schedule of flights prior to leaving the base.
- Always wear your seat belt and ask your passengers to do the same.
- Never drive while under the influence of alcohol or drugs of any kind.
- Never smoke inside vehicle nor on airport nor hotel property.
- Never text or use the cell phone while driving.
- Never speed or drive recklessly.
- Always obey all the rules of the road.
- Never eat nor drink in the vehicle.
- Always maintain the vehicle you drive clean.
- Always be courteous to everyone you're in contact with.
- Always greet your pilots and flight attendants.
- Always be prompt!
- Always apologize for anything that has gone wrong regardless of fault.
- Always be respectful to your guest regardless of how they act.
- Never have the radio volume above barely audible.
- Always engage your guests in conversation, but DO NOT interrupt.
- Always make your passenger feel welcomed.
- Always advise your guest when departing the van about their pickup time.
- Know airline jargon. Use it with your guests, fellow drivers, and dispatch.
- Pilot or captain identified by 4 stripes on the shoulder.
- **First Officer** (aka: F.O.) is an alternate term for co-pilot (3 stripes).
- **Flight attendant** (aka: F.A.)
- **Diverted flight**: when member (or members) of a flight crew which you anticipate picking up, is/are a no-show due to last-minute change.
- **Dead-heading or dead-headers**: Member of a flight crew who does not work the scheduled flight that just arrived with the **working crew** – just hitching a ride. They may ride along to the hotel, but make sure to wait for the original flight crew. Make a notation on the log when picking up a dead-header.
- **Charter flight**, ferry flight, commercial flight, military flight are less common.

UNDERSTANDING FLIGHT CREWS

- *NOTE: A pilot once said, “people aren’t afraid to fly, they’re afraid of not having control of the plane.” Pilots feel the same way when they are in a vehicle with someone else driving them. So, with this thought, understand that you are responsible to drive those passengers in your vehicle safely and courteously. Please keep these simple rules in mind always and everyone will have a positive experience with us. Violation of these rules could lead to termination.*

NOTE

- The flight crew business has been growing steady over the past few years. This is a vital new stream of business for our company.
- Flight crew business is unique and allows us to keep busy year-round. The key word is VOLUME the more volume we have the more money we are all able to make.
- Please understand that in this field of work every single crew member is one in the same. If we have issues with one crew member or one trip it affects the entire contract with that airline. If we mess up several trips, we run the risk of loosing the contract not just in one city but multiple cities. Every trip is highly important.
- This is steady year-round base business and must be treated with the most urgency of efficiency.

THANK YOU

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