# Command Pilot Best Practices

## Best Practices - Finding available missions.

***Available missions.***

Uphaven provides various ways for volunteer pilots to search for available missions. Whether pilots are interested in receiving notifications or finding missions on their own, Uphaven makes it easy to volunteer for a flight.

***Subscription options.***

- ➔ Receive email notifications for missions that are available to/from your home airport.
- ➔ Receive SMS text messages for missions near your home airport that are available within the next few days.

***Uphaven's website.***

To view upcoming missions using search criteria, access the "Available Missions" tab on Uphaven's Pilot Website. If pilots are combining missions, they will receive credit for each mission leg that is flown, even if passengers fly together.

- ➔ Search for available missions to/from nearby airports.
- ➔ Combine missions where different passengers may be headed in the same direction.
- ➔ Consider flying multiple legs for the same mission.

## Best Practices - Mission execution and safety.

***Command Pilots.***

Uphaven refers to pilots as Command pilots because pilots have the opportunity to fully coordinate their missions

***Mission execution and safety.***

Executing the mission matters, and so does safety.

- ➔ As pilot-in-command (PIC) of a mission, pilots are responsible for making the go/no-go call to fly a mission
- ➔ Fulfilling the Mission to the passenger(s) are important, but safety is ALWAYS Uphaven's top priority.
- ➔ Flexibility and good communication can increase the chances of a mission being flown.

## Best Practices - Communicating with passenger(s).

***Communicate early.***

Uphaven encourages pilots to communicate with their passengers shortly after volunteering for a mission. Early communication:

- ➔ Increases scheduling flexibility if weather or other factors become an issue.
- ➔ Enables pilots to facilitate alternate missions if the passenger needs to cancel the flight.

***Text messaging.***

Consider initiating contact with the passenger(s) using text messages.

- ➔ Passengers may ignore calls from unknown numbers, thinking they are spam.
- ➔ Their schedule may preclude their ability to talk.

***Calls and emails.***

- ➔ If texting is unsuccessful, try calling or emailing the passenger(s) to ensure the mission gets coordinated.
- ➔ First-time passengers may benefit from a call to calm any concerns they may have about flying in a small airplane.

***Questions to ask the passenger(s).***

- ➔ Confirm if the passenger has flown with Uphaven before.
- ➔ Confirm the passenger(s)'s back-up plan if the mission is canceled.
  - ◆ Options may include rescheduling an appointment, driving, or taking the bus.
  - ◆ All passengers are required to have a back-up plan.
- ➔ Ask the passenger(s) about the possibility of changes to their schedule, plans, treatment, etc. Cancellations or changes may be driven by the doctor or the health of a child, and this will give the pilot ample time to make adjustments.
- ➔ Confirm Ground transportation needs and plan.

## Best Practices - Flexibility makes a difference.

***Pilot and passenger flexibility.***

The more flexible a pilot has to fly a mission, the greater the chances are that the mission will be flown, even if weather becomes an issue. Some options available for pilots include:

- ➔ Adjusting the flight time by 3-6 hours to avoid cancellations for weather.

- ➔ Offering to fly the passenger a day earlier or later to ensure they are able to keep their scheduled appointments.
- ➔ Flying a mission at night, if the pilot is comfortable and current to do so.

***Passenger's location.***

The passenger(s)' location may change after the mission itinerary is created. It's always best for the pilot to verify the pickup and dropoff locations with the passenger.

- ➔ Airports and FBOs are always the pilot's choice, regardless of what is listed on the mission itinerary.
  - ◆ When changing an airport, consider the proximity to the passenger's location and/or the pilot's home airport.
- ➔ Confirm that the passenger knows how to get to the FBO, especially if the airport has a commercial terminal.

***Multi-leg missions.***

Uphaven recommends contacting the connecting pilots or drivers as early as possible to review the following:

- ➔ Arrival and departure times that best accommodate all parties schedules
- ➔ Communication methods and flight tracking in real time for all pilots and drivers on the day of the mission.
- ➔ Optimal hand-off airports
  - ◆ There might be a better airport for approaches or that offers fuel and fee discounts for Upahven missions.
  - ◆ Pilots may be traveling from airports that differ from what is listed on the mission itinerary.
  - ◆ Weather or other factors may require pilots to extend or shorten their leg.

## Best Practices - Mission changes and cancellations.

***Passenger deviations.***

Pilots should notify Uphaven immediately about any passenger related issues so they can be addressed for future flights. These may include:

- ➔ Additional passengers (that were not part of the original itinerary).
- ➔ Excessive luggage.
- ➔ Significant changes in weight for the passengers.
- ➔ Passengers that are not ambulatory.

***Canceling a mission.***

Providing advance notice to Uphaven about the possibility of a mission canceling increases the chances of finding another pilot to fly the mission.

- Call or email Uphaven as soon as possible if a mission might be canceled.
    - For cancelations on weekends or after hours, pilots should notify the passengers and connecting pilots first.
    - Follow up with an email to operations@flyuphaven.org or call the after-hours number at (414) 207-4567.
- Pilots may choose to consider purchasing a commercial ticket if available and applicable for the passenger to avoid canceling a mission.

## Best Practices - Ground transportation.

***Passenger concerns.***

Ground Transportation is often an issue of concern for the following reasons:

- ➔ Incurring additional costs to get to/from the medical facility or lodging.
- ➔ Lack of public transportation options.
- ➔ Traffic/safety concerns when traveling to large cities.

***Ground transportation plan.***

Uphaven provides ground transportation between Milwaukee area airports and lodging or healthcare facilities. If Uphaven is providing driving services for your flight, please communicate with the volunteer driver as you would for a multi-leg mission. If Uphaven was unable to offer this service, it's the passengers' responsibility to arrange their own ground transportation prior to the flight. In such cases, the pilot is not responsible for coordinating transportation. For assistance with ground transportation resources, please contact Uphaven.

- ➔ Uphaven does not provide any ground transportation services outside of the Milwaukee area at this time. It is the passengers' responsibility to ensure they have arranged their own transportation between the airport and their home.

## Best Practices - Support for volunteer pilots.

***FBO fuel and fee discounts.***

Uphaven is a relatively new organization. It will take some time to spread the word and establish formal discounts. You as a pilot can be a HUGE help in establishing these for Uphaven.

- ➔ Call the FBO in advance to confirm available discounts for Uphaven.
- ➔ When contacting the FBO, explain who Uphaven is and provide our website and social media accounts as references.

- ➔ Feel free to share Uphaven's contact details for verification.
- ➔ Some FBOs may require a copy of the mission itinerary or proof of your Uphaven mission.
- ➔ If flying to an FBO unfamiliar with Uphaven, always ask for a discount if comfortable - you might be pleasantly surprised by what they offer.

***Wing leaders.***

- ➔ Contact our wing leaders for any questions you may have about flying a mission. 414-207-4567 or operations@flyuphaven.org
- ➔ Wing leaders might be able to accompany you on your first Uphaven flight, or connect you with an experienced Uphaven pilot.