Command Pilot Manual

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Preface

LifeLine Pilots Command Pilot Online Mission Orientation

To become a Command Pilot, members must first complete an online orientation at http://training.lifelinepilots.org/login/. This Section describes LifeLine Pilots' policies and procedures for Command Pilots, who are the members responsible for the safe conduct of a flight/mission.

The purposes of the online Mission Orientation are:

- To confirm that the Command Pilot applicant meets LifeLine Pilots Command Pilot Requirements.

- To provide the new Command Pilot a thorough review of our safety policies, passenger considerations, coordination procedures.

- To resolve questions the Command Pilot may have.

- To prepare the Command Pilot for what to expect and how to conduct a mission. A flight is not required as a part of the orientation.

- To provide LifeLine Pilots Command Pilots a handy reference.

- To provide prospective Command Pilots an overview of LifeLine Pilots' practices and procedures.

LifeLine Pilots Website and Document Access

The LifeLine Pilots ("LLP") website is the most up-to-date source for information, forms, and requirements. This document makes frequent reference to the LLP website. Our intent is to enable Command Pilots to be able to download current forms from the website and update their manual as needed.

The Command Pilot is responsible for conducting safe flight operations in a professional manner while accomplishing the LifeLine Pilots Mission.

Safe flight operations are the primary consideration of LifeLine Pilots, which includes the views of the pilot, passengers, LLP management, and of course the FAA. Command Pilots are expected to give special and sensitive consideration to their passengers' comfort and safety.

Our passengers are recommended by various sources and pre-screened by our Operations staff before a mission is scheduled. They include both people with medical needs and those traveling with them providing assistance. Additionally, we fly passengers with other compelling humanitarian needs. We have found our passengers to be extremely grateful for our efforts to bring them to or from their destinations.

For some passengers, this will be their initial flight in general aviation aircraft. For those who are new to general aviation flying, special attention and communication should be provided so they can become aware of normal sounds, motions, and activity that takes place during the flight. View our videos at LLP: How It Works What You Should Know Before You Fly By Private Plane. For first time flyers, it would be helpful for the pilot to direct passengers to this video.

You, as a Command Pilot, can be confident your efforts and contributions are sincerely appreciated and bring immeasurable value to those you transport.

Command Pilot Applicant Checklist

1. Read and review the LLP Command Pilot's Manual.

2. Complete the required AOPA ASI Public Benefit Flying course found on the AOPA Education webpage. http://www.aopa.org/education

3. Assemble the required documentation and have ready to upload to your account in VPOIDS.

4. Access the LifeLine Pilots Information Database System (VPOIDS). Use your member ID# to create a username and password.

5. Complete the online Command Pilot Orientation. http://training.lifelinepilots.org/login/

Required Documentation

The following are required to be uploaded to VPOIDS:

- Completed Pilot Affirmation form

- Pilot Certificate w/ratings

- Valid Medical Certificate (Third Class or higher, or Basic Med)

- Driver's license or other government issued picture ID

- Legible copies of pages from Pilot's Logbook, to show they meet current LLP minimum requirements:

    o Total PIC Time (250 hours)

    o Flight Review date within last 24 months, and

    o Total PIC time within last 12 months

- Completion Certificate for AOPA ASI: Public Benefit Flying Course, and

- Certification or Declaration page of your aircraft insurance policy.

Part 1: Mission Information

1. LifeLine Pilots Mission Statement

The Mission of LifeLine Pilots is to facilitate free air transportation for children and adults with medical and humanitarian needs. Every LifeLine Pilots mission is a mission of charity. Pilots donate their time, aircraft, and fuel, so mission recipients can focus on their condition and their families.

For more information on flying to help others, please read this AOPA article on public benefit flying and **why pilots must assume all expenses of the charity flight**.

https://www.aopa.org/news-and-media/all-news/2019/july/pilot/ownership-flying-to-help-others

2. Command Pilot's Manual

Keep this manual handy. It contains important information you need to organize and fly a LifeLine Pilots mission. It contains LLP operational information, links to the LLP website for current information, procedures, and important forms. This manual may be updated from time to time.

3. LLP Mission Orientation

The online mission orientation typically takes one to two hours, depending on how well prepared the candidate is. The online orientation can be saved and continued at any time. A typical Mission Orientation consists of:

- uploading Required Pilot Documentation IAW current LLP requirements: (as listed above)

- reviewing the LLP Command Pilot Manual (LLP Policies, Procedures, and Safety Expectations)

- reviewing the Mission Activities, Passenger Considerations, Pilot Proficiency and Safety Training, and

- completing and passing a lesson quiz of material reviewed.

4. Mission Objectives: Safety Above All Else!

All missions flown are conducted safely and with the passenger's comfort in mind.

The LLP Command Pilot is responsible for planning the flight, determining their ability to conduct the flight safely within the mission timeframe, conducting or canceling the flight, and doing their best to assure the comfort of their passengers.

This section provides LLP's guidance for achieving this mission objective.

LifeLine Pilots Command Pilots provide a great service for their passengers. They volunteer to provide transportation because they want to help others. Along with the desire to help comes the responsibility to ensure a safe trip. LifeLine Pilots wants all Command Pilots to keep safety at the forefront as they plan and execute their missions. With that goal, this section covers some of the key safety aspects to be considered when flying LLP missions. Safe missions start with a pilot's expectations and attitude. With that in mind, no pilot is expected to:

- Accept any particular mission

- Fly or continue a mission in the presence of any doubt about completing it safely, or

- Compromise safety in any way in order to complete a mission.

Canceling a mission is considered a demonstration of good judgment and will never be criticized. If these three tenets are kept in mind, then a pilot can expect to have an enjoyable time participating in LifeLine Pilots Missions.

Passenger Safety and Comfort

LifeLine Pilots often carry first- or low-time general aviation passengers. These passengers may have concerns and fears and need some knowledge and personal management to ensure their comfort and safety. To ensure the passenger's safety and comfort, the pilot should:

- **Introduce general aviation to first time passengers**. The time spent providing a general explanation about flying to a passenger while doing an abbreviated walk around will often assuage a passenger's concerns and fears. One media induced misconception from both television and movies is that if the engine was to stop; an aircraft would immediately go into an almost uncontrollable dive. A short light-hearted explanation that an airplane operating without an engine is simply a short-winged glider can often abate that misconception and minimize any nervousness.

- **Manage your passengers on the ramp**. Passengers often don't know about the dangers that airplanes present (like invisible spinning props). Escort your passengers to and from your aircraft, making certain that everyone is under control. This is especially important with children. Make certain that your engines are shut down prior to enplaning/deplaning and manage your passengers so they remain clear of other aircraft, whether the engines are operating or not.

- **Complete a thorough passenger briefing**. FAR 91.519 requires that a pilot provide a thorough briefing for all passengers on every flight. A good briefing includes explaining seat belt and shoulder harness operation; operation of entry doors and emergency exits; location and use of survival equipment, life jackets, and life vests; the use of oxygen masks; as well as what the passenger should and shouldn't do during the flight. From an operational standpoint, the passengers should be briefed on how to use headsets (and where to place the microphone), the intercom (if equipped), the pilot's preferred hand signals, and so forth. Pilots should be prepared to communicate with passengers who are blind, deaf, or those who speak a language other than that which the pilot speaks. For deaf passengers, ensure a paper and pen are available.

- **Seat belts on all passengers**. Seat belts must always be worn. Young children and infants MUST be in appropriate FAA approved car seats and these seats MUST be attached to passenger seats and oriented correctly for the age of the child and type of seat. No child seat should ever be attached to a front seat.

- **Sterile cockpit as required**. Passengers should be told that from engine start through the climb to cruise altitude is considered a "sterile cockpit" time where the passengers should only speak to the pilot if there are personal problems or issues or to assist the pilot (e.g. pointing out other aircraft). The same "sterile cockpit" rule should apply from the pilot's specified point on the descent to the destination through engine shut down. The pilot should explain to the passenger(s) how they should get the pilot's attention if they do have a problem or issue and should notify the passenger when it is appropriate to speak freely.

- **Monitor weather conditions**. The pilot should continue to monitor weather conditions throughout the flight, especially if weather conditions warrant. The pilot should use FSS, and/or

onboard satellite weather. If there are any questions regarding the weather, the pilot should create an alternate strategy, which may include returning to the departure airport, diverting to an alternate, or holding for the weather to clear. If the weather makes a successful completion of the flight questionable, the pilot should discuss the weather and the options with the passenger and, together, agree to an alternative strategy. Remember, however, that the Pilot in Command has the final decision. <u>A safe conclusion to any flight is the ultimate goal</u>.

- **Monitor fuel usage & requirements**. During the flight, the pilot is expected to continually monitor fuel consumption and remaining fuel. This becomes even more important if there are weather or other issues that may require a diversion or holding.

- **Use ATC/aircraft resources**. The pilot is encouraged to use ATC's resources for VFR Flight Following, for IFR flights, and anytime when there is an issue of safety. The passenger(s) can also be used as a resource. For example, asking the passenger to watch for other airplanes is always a good use of the passenger.

- **Monitor your passenger's condition**. Being constantly aware of your passenger's condition can mean a great difference in the success of a flight. If your passenger is uncomfortable for whatever reason, it is the pilot's responsibility to initiate an action. Often that will mean nothing more than providing fresh air or changing to an altitude that is smoother. However, if the passenger is physically uncomfortable, it might mean diverting to another airport or returning to the departure airport. In extreme cases where the passenger's condition might be life threatening, it might require declaring an emergency and flying directly to an airport located near suitable medical facilities. If you encounter a questionable situation, declare an emergency and land as soon as practicable.

- **Flight Instruction**. Flight training while LLP passengers are on board the aircraft is **prohibited**. This can give the passenger the impression that the pilot is unaware of how to fly the aircraft. You may take a flight instructor along as a Mission Assistant, but he/she can only instruct on the dead-head leg. Additionally, please use care when communicating with another pilot in the right seat. Chatter about the "right" way to do something, casual comments about safety and other inappropriate comments can make a passenger uncomfortable or frightened.

The Eight Deadly Flying Sins

Studies done by the AOPA's Air Safety Institute and other organizations have identified a finite set of causative factors that lead to most accidents with injuries and fatalities. The ASI's 2007 Nall Report statistics state that pilots were the cause of 73.8% of all GA accidents and 79.1% of all fatal accidents. If a conscientious pilot avoids the following traps, it minimizes the likelihood of an accident.

- **Fuel mismanagement.** Fuel mismanagement constituted nearly 9% of all GA accidents. This type of accident happens nearly twice a week and is almost always avoidable.

- **Overloaded and/or out of CG.** General aviation aircraft are reasonably limited in terms of payload and CG. Each aircraft's documents contain the aircraft's official "weight and balance" table so the pilot can ensure the aircraft as loaded is safe to fly. An overloaded aircraft doesn't perform at POH performance values, the stall speed is higher than normal, and an aircraft that is out of CG can be uncontrollable.

- **High density altitude operations.** All pilots should always be aware of the performance robbing effect of density altitude. Density altitude is an insidious danger because it doesn't have to be particularly hot for it to have a major impact on an aircraft's takeoff and climb performance, especially at heavy weights.

- **Takeoff and landing accidents.** Although typically not deadly, landings and takeoffs are responsible for an inordinate number of accidents each year. According to the Nall Report, almost 57% of all accidents happen during takeoff or landing. Not surprisingly, a full 40% happened during landing. Wind and turbulence, un-extended landing gear, loss of control, and midair collisions on final, are some of the hazards of airport operations.

- **Maneuvering accidents.** Maneuvering flight has been the number one cause of fatalities in general aviation. During the last ten years, more than one-quarter of all fatal accidents happened during maneuvering flight. Low altitude maneuvering accidents are usually fatal and often, but not exclusively, the result of a pilot operating an aircraft in marginal weather conditions.

- **Continued VFR flight into IMC conditions.** Continued VFR flight into IMC conditions is usually 100% fatal to non-instrument rated pilots. IFR flights into severe weather conditions claim instrument rated pilots as well.

- **Controlled Flight into Terrain (CFIT).** CFIT accidents are usually attributed to IFR operations, but CFIT accidents also happen during VFR operations, especially at night.

- **Must complete the flight mindset.** Also referred to as get-home-itis. Pilots of all ratings and hours have succumbed to the desire to complete the flight and ended their flights in a tragic way. Beware and do not fall into this trap.

Potential Risky Mindset

LLP pilots are subject to all the Eight Deadly Sins listed above, but the one that may be most compelling to a LifeLine pilot is the last one, a pilot's desire to complete a flight in the face of risk. After all, an LLP mission isn't just a personal flight; it is a flight to help someone in need. The pressure to complete the flight might come from some of the following motives:

- **Carrying an unknown person as passenger**. It is sometimes more difficult to disappoint a stranger than someone you know.

- **Awareness of passenger's personal needs**. As a compassion flight pilot, we want to help our passengers. The more we know about the person and their needs the more we want to make sure we deliver them to their destination.

- **Signed up for the Mission**. Pilots have a strong personal motivation to complete what they start. When a pilot signs up for a mission, it is their nature to complete the mission.

- **Personal obligations afterward**. If a pilot has personal obligations after a mission, there will be pressure to complete the mission.

- **Proximity to the Destination**. The closer the aircraft is to the destination, the greater the desire to complete the flight.

Priorities in an Emergency

Many accidents are the result of a series of incidents, mistakes, or bad decisions; otherwise known as a safety chain. Often, all it takes to stop an accident is for one of the links in the chain to be broken. The best way to do that is to always make good decisions. But if there is a problem or issue, there are some things that can be done to mitigate the risk.

- With any problem or issue, the pilot must fly the aircraft first.

- Know emergency procedures for the aircraft. Use emergency check lists when available.

- Use ATC as well as your passengers to identify a landing site, provide directions, read a check list, find a frequency, whatever is necessary.

- If the problem warrants, the pilot should DECLARE AN EMERGENCY. That ensures you can do what you need to do without endangering other aircraft, and you will have 100% of ATC's focus and assistance. Pilots are often reticent to declare, but every pilot needs to understand that when the situation warrants, declaring an emergency shows sound decision making and good judgment.

- As difficult as it sounds, forcing yourself to remain calm and talking through the problem and solution can keep you from fixating.

- Finally, as the old saying goes, runway behind, fuel left on the ground and altitude above are all worthless, so keep those in mind as you plan and fly any flight. Additional altitude can, for example, make an acceptable off-airport landing location accessible and additional fuel can take the stress out of a hold vs. divert decision.

Think, Act, and Fly Like a Professional

There are many reasons that the airlines and professional business pilots have better accident records than general aviation pilots. Some of their success has to do with the aircraft they fly and the ground support and resources that they have access to. Much of their success has to do with their professional attitudes and planning.

Professional pilots operate to more stringent rules than non-professional pilots. They often have regulatory minimums and other criteria that they set and follow as well. For example, they have mandated to them very specific official rules in terms of fuel, weather, pilot rest, and so forth. But they may personally set higher instrument approach minimums depending upon their flight and instrument currency. While you can't avail yourself of their company resources, you can follow their lead by:

- **Set "Personal Minimums" for yourself**. A tired, ill, or distracted pilot is prone to make mistakes. Be honest about your health, whether you are rested, whether you have personal/family issues, and so forth. Don't fly if there is any question.

- **Set flight minimums**. Set enroute and airport weather minimums below which you won't fly. Verify your aircraft's take-off and landing performance is suitable for the airports you plan to operate out of at the desired mission weight and then add a safety factor. Set personal instrument weather minimums that are appropriate for your instrument currency and abide by them. Set personal criteria for every phase of flight.

- **Use checklists**. It is a given that professional pilots use checklists. Always use your checklists.

- **Communicate with the passenger**. Good communication with the passenger is important, especially if there are issues with the weather, completing the flight, and so forth. But it is also important to keep the passenger informed regarding the state of the flight and the current ETA. As the Pilot in Command, you make the final decision, but if your passenger understands and agrees with your decision, the passenger will be more comfortable, and you will be able to better focus on the remaining flight.

- **Monitor weather conditions**. Professional pilots recognize that weather will often be the primary factor in a successful flight. As a result, they monitor the weather to minimize any surprises and they make informed decisions earlier than pilots who aren't as aware.

- Monitor Fuel Usage & Requirements. A pilot should always know how much fuel is remaining,

how much is required to reach the destination, and how much to reach the alternate with a legal quantity of fuel remaining onboard. With that knowledge, the stress and cause of many general aviation accidents completely disappears.

- **Use ATC/aircraft resources**. Airline pilots usually have a copilot, often a flight engineer, and usually instant access to ground support resources through air to ground communications. As a general aviation pilot, we rarely have any of the above. But we often have an autopilot, a passenger, and we can always count on ATC as a resource. Use them all to make the flight more professional.

Flight and Instrument Currency

By signing the LifeLine Pilots Pilot Affirmation Form, each Command Pilot agrees to remain proficient and abide by the FAA's minimum currency requirements for the appropriate category of aircraft being flown on any LLP mission:

- **Day VFR** - Three takeoffs and landings within 90 days

- **Night VFR** - Three takeoffs and landings to a full stop within 90 days during the period beginning one hour after sunset and ending one hour before sunrise.

- **Instrument Operations** - Six instrument approaches, holding, and intercepting and tracking courses using navigation systems in actual IMC or simulated IMC conditions within six calendar months, or an IPC within the last 12 months.

Are you proficient?

The question that must be asked and answered honestly is: Are those currency minimums enough? Single pilot night and instrument operations are some of the most demanding operations in general aviation. Low or deteriorating weather conditions increase the requirement that a pilot be on his game. Crosswinds can be a challenge even when a pilot is current. Remember, proficiency is a product of more than just recent flight time. Personal health, rest, family and work situations, and so on all can affect a pilot's concentration and focus.

Ask yourself whether your personal situation, currency, and proficiency not only meet the legal requirements, but the common-sense requirement for safe operations for the conditions you may encounter. If there is any doubt, then set higher minimums for each type of operation.

Ongoing Study

All pilots benefit from ongoing learning and training. LifeLine Pilots encourages all pilots to actively participate in the Wings Program and to avail themselves of the learning resources of the AOPA Safety Institute and the FAA. URLs for both are

- AOPA Safety Institute http://www.aopa.org/Pilot-Resources/Air-Safety- Institute.aspx

- FAA http://www.faasafety.gov

Scenario Based Flight Review

LLP pilots should consider comprehensive Scenario Based Flight Reviews and practice that consider some of the factors that are inherent in a LifeLine Pilot missions, such as:

- Small and large airport operations

- Flights into new or unusual environments (e.g. busy terminal areas, mountainous terrain, coastal airports, etc.)

- Risk assessment and decision making

- Weather operations specific to all possible mission areas (e.g. desert density altitude operations, mountainous terrain, local weather patterns, marine layer, icing, etc.)

- Multi-leg flight planning and operations

- Diverting or returning to the departure airport

- IFR introduction and practice (for VFR Pilots)

- Instrument Currency and Competency (for IFR Rated Pilots)

By studying and reviewing these during Flight Reviews, a pilot will be better prepared for LLP missions.

Safety Is Your Responsibility!

As an LLP Pilot, you will have the opportunity to fly missions in a variety of weather conditions, into and out of a variety of airports, and with a variety of passengers. The responsibility for a safe flight is yours alone. At the same time, LLP missions provide an opportunity for you to increase your decision making and piloting skills while you are helping others. Once again, always remember LifeLine Pilots' basic tenets:

- No pilot is expected to accept any mission.

- No pilot is expected to fly or complete a mission if there is doubt AT ALL about completing it safely

- No pilot is ever expected to compromise safety in any way in order to complete a mission.

Canceling a mission is considered a demonstration of good judgment and will never be criticized.

Part 2: VPOIDS Mission Coordination System & LLP Mission Processes

LifeLine Pilots has an online database system known as VPOIDS (Volunteer Pilots Organization Information Database) for communicating with our members and for facilitating mission coordination.

Members are typically notified of upcoming missions by email or by logging into VPOIDS Available Missions List. VPOIDS is accessible by members 24/7 and requires your username and password for access. You can bookmark this URL for quick access in the future: http://missions.lifelinepilots.org/

Here are a few of the things you can do using VPOIDS:

- View a list of missions available for both pilots and mission assistants.

- Subscribe/unsubscribe to email distribution lists that keep you informed about missions available, upcoming events, and so forth.

- File mission reports.

- View a list of other LifeLine Pilots members.

- Update your personal information in our database.

- Renew your membership.

- Check the Calendar of Events to see what's coming up.

1. Managing your Account Settings

Once you've logged in to VPOIDS, you will see a link to "Account Settings" at the top of the page under the Account Settings link. There, you are be able to manage email subscriptions, change your personal data, change your password, post your availability, edit your license type, aircraft information and upload documents.

2. Procedures for Requesting a Mission

Before You Request a Mission

You must be approved as a qualified Command Pilot in accordance with LLP procedures at the time of each flight.

You must meet the requirements as stipulated in the LLP Pilot Affirmation Form. By signing this Affirmation form prior to flying every mission, Command Pilots agree to adhere to these requirements.

If you have any questions about these policies or procedures, please contact the LLP office at (309) 369-1559.

Getting a Mission to Fly

You may secure a mission by one or more of the following:

1. **VPOIDS**: You can bookmark the Available Missions list by going to VPOIDS and saving it in your favorites. (Note: This is the most current information on mission availability and the most expeditious way of requesting a flight.)

2. **Email distribution**: You are subscribed to an e-mail distribution list that sends a list of available missions twice each week. To opt out of this email list, log on to the VPOIDS system and click on the Account Setting link at the top of the page.

3. **Calling the LifeLine Pilots Office directly**: You may call the office (309-369-1559) to inform the Mission Operations Staff of your availability. You may be able to connect to a mission at the time of your call. You are encouraged to inform the office of any trip you are making when you have space available on your airplane.

4. **A call or text from a LifeLine Pilots Coordinator**: You may receive a call or text message from either LifeLine Pilots Mission Operations Staff or from a volunteer requesting you to fly a mission. You are never obligated to fly a mission.

5. **Periodic E-mail Requests to Fly a Mission**: The Mission Operations Staff regularly sends out e-mails requesting pilots for upcoming missions that have not been covered, for last minute pilot cancellations or in rare cases for last minute mission requests.

List of Available Missions & Requesting a Mission

When you see a mission you are interested in flying, click on "REQUEST THIS MISSION". Complete any additional information requested and it will be submitted to the operations team. There is a comment box which is helpful to the staff if you can put any notes in this field about your flexibility, suggestions for handoff points or concerns about passenger numbers/weights. The operations staff reviews and considers these comments prior to assigning missions.

Many of our missions have more than one leg. The list shows any mission with one or more mission legs available. Other legs are shown even if they are taken so that you will know that the mission is a relay. In some cases, the mission will be a relay with another volunteer pilot organization.

You will receive an email acknowledging the request; this does not yet confirm you have been assigned the mission. You will then receive a separate email to confirm that you have been assigned the mission or that it has been assigned to someone else or canceled. Finally, you will receive the Mission Assignment Form/Itinerary with all the details of your flight.

If the system indicates that there are other requests already in the queue, we encourage you to enter the request anyway. We will contact you if the other request(s) fall through, or you may request the mission as a backup pilot. Backup pilots are a very important way for us to prevent last-minute cancellations in the event of unexpected problems or IMC conditions that a VFR pilot cannot fly.

View Information for Upcoming Missions Assigned to You

You can view a list of the missions you are assigned to by clicking the "Mission Summary" link on the left-hand menu. It is important to periodically check the passenger data for any possible updates or data changes on your missions. The Operations regularly will send pilots any changed data, but this assures that nothing is missed.

3. Once You Have Accepted a Mission

LifeLine Pilots Mission Operations Staff will always have qualified a passenger for a mission. The qualification process includes:

- In the case of a medically related mission, obtaining a medical release from the passenger's physician, and

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- Determining that the circumstances warrant LifeLine Pilots volunteer pilot services.

If you have any questions regarding criteria for qualifying for a mission, please contact the Mission Operations Staff.

A copy of the Mission Assignment Form for the passenger you will be flying will have been emailed to you. *Please read the entire form before making any phone calls*.

The form will include:

- Passenger's name, address and phone number(s)

- Name(s) of any companions

- Weights of all passengers and of baggage

  NOTE: If you are flying the first leg of a Link Flight or the "to treatment" flight - see Section 2.5 - and passengers make last-minute changes in the weights or additional companions listed on the Mission Assignment Form that result in an increased weight or passenger numbers, it is imperative that you contact the LifeLine Pilots office before departing. Please remember that the pilot flying the next leg or the return flight may not have the same weight or seat capabilities. You as Command Pilot have the prerogative of denying or accommodating the increased weight or additional passenger(s), including excess baggage.

- Flight and/or appointment times

- Agency name, contact person(s) and phone numbers

- Medical situation of passenger or other compelling need

- Scheduled date of flight

- Origin and destination airports

- When appropriate, the contact information of pilot(s) on other leg(s) of mission

- Destination lodging and facility information.

Contacting a Passenger

If you are flying a single leg mission (not a linked mission with a second pilot), contact the passenger directly, unless informed otherwise by the Mission Operations Staff. This must be done immediately, regardless of when the flight is scheduled, even if you don't have all the details at that moment. Passengers can get anxious when they do not know a pilot has been assigned to their flight. Also, if this is a multi-leg or link flight it is best to contact the pilot for the other leg(s) as soon as possible for coordination purposes. Furthermore, if you are flying the first leg of a multi-leg mission, contact the passenger as above.

However, if you are flying the second leg of a multi-leg mission, let the pilot flying the first leg reach out to the patient first and coordinate the flight. You should reach out to that pilot at your earliest convenience to coordinate the flight times and confirm the handoff airport. After the first pilot has confirmed that he has talked with the patient, you can reach out to the patient to introduce yourself.

Following is an example checklist for your initial contact with the passenger:

1. Your normal communications will be directly with the passenger and/or the parent involved.

NOTE: In certain situations, the Mission Operations Staff may inform you that you are to contact the requester instead of the passenger. The requester will then be the person who relays details of the flight to the passenger. When possible however, always confirm departure time with passengers directly. All passengers are emailed an itinerary with the airport/FBO addresses along with the pilot(s) name(s), cell #, aircraft make/model and tail #.

2. Inform passenger of appropriate rendezvous point. Be very specific, e.g. the exact airport (especially in areas where there are multiple airports); which building; inside or outside; etc. Remember, many passengers may not be familiar with General Aviation airports/FBOs etc. so please make sure they are clear as to where on the airport you will meet.

3. Exchange cell/mobile numbers.

4. Describe yourself and ask passenger to describe himself/herself. Wearing LifeLine Pilots logo clothing can help with this process.

5. Describe airplane and give tail number.

6. Inform passenger of the flight's estimated arrival time so he/she can notify pick up people on the other end of the flight.

7. Although passengers have already been informed that they should have back-up plans in case of a cancellation, it would be wise to remind them to do so. They should either be able to change their appointment or have an alternate transportation plan.

8. It is important to remind the passenger that flight planning is based on the information provided to the LifeLine Pilots office and changes to the number and weights of the passengers and baggage may not be able to be accommodated.

9. Ask the passenger if they have planned for ground transportation at their destination.

LifeLine Pilots does not provide ground transportation. All passengers are informed of this in advance and are expected to make their own arrangements. The pilot is not obligated to provide ground transportation.

Contact the passenger again the day before the mission to reconfirm details of the flight. Also, contact the other pilot(s) on a multi-leg mission to coordinate arrival/departure time estimates and locations plus aircraft and cell phone numbers.

Cancellations and Changes

If the mission must be cancelled:

1. If the passenger or requester calls the LifeLine Pilots office to cancel a mission, you will be informed immediately by the Mission Operations Staff or volunteer coordinator.

2. If the passenger or requester calls you to cancel, please inform the LifeLine Pilots office immediately and any linking pilots (if applicable).

3. If you make any major changes in the mission schedule with the passenger and/or social worker, please inform the Mission Operations Staff at the LifeLine Pilots office immediately. If another linking organization pilot is involved in a flight, please notify their pilot as well. Their contact information is on your Mission Information Form. During non-business hours, for matters that can't wait until the next business day, you can contact the 24-hour answering service for LifeLine Pilots at 800-822-7972 and you will be connected to the on-call coordinator.

4. If you must cancel because of weather, mechanical or other reasons:

   a. Call passenger immediately

   b. Call LifeLine Pilots office.

   c. If this is during non-business hours and requires action before the next business day, please call the 24-hour LLP answering service (800-822-7972) and asked to be connected to the on-call coordinator.

5. You are strongly encouraged to cancel a mission whenever you feel a situation warrants a cancellation. Safety is our top priority. There is no passenger situation that should ever cause you to compromise the safety of a flight.

4. Linked Flights

With LifeLine Pilots established in 10 Midwestern states and with the growth of other volunteer pilot organizations across the country, there will be an increase in linking flights where passengers will be flown on more than one plane.

If you are one leg of a linked flight, you will always be given the names and phone numbers of the pilot(s) flying the other leg(s), as well as the contact information for other linking organization(s) involved in the flight.

Make immediate contact with the other pilot(s) to verify location and time of the link, and exchange phone and aircraft information.

5. Waiver of Liability

Every passenger that you fly on a LifeLine Pilots mission must sign a waiver of liability form prior to the mission and that waiver must be sent to the LifeLine Pilots office prior to the mission. (Note: Be sure to fill in your name and the name of your Mission Assistant.)

Mission forms now come with access to an electronic waiver that can be signed on any smart device. You can access this waiver at the bottom of your Mission Assignment Form. This can be signed with a mouse, a stylus, your finger, or a closed pen or other item.

Waiver Procedures:

1. You are encouraged to make several photocopies of the waivers so you will always have enough with you.

2. Keep waiver forms and stamped envelopes in your airplane or with your flight bag so they will always be with you.

3. Have all adult passengers sign the waiver prior to boarding, including passenger, companions, social workers, media, non-member mission assistant, etc. Parents must sign for minor children.

4. Place waiver in an envelope with a stamp on it and either mail it at the airport, or give to someone at the airport or FBO to drop in a mailbox. Do not take waiver form on the airplane with you. The waiver is designed to protect you, the pilot, and LifeLine Pilots from legal action connected with your mission. Repeated failure to return a properly executed waiver places you, your family, and the entire organization at risk, and may result in your being suspended from Command Pilot status and/or denied future missions.

On some occasions, waivers will have been filled out and signed in advance. This is particularly true with camp missions. If this is the case, you will be fully informed by the Mission Operations Staff prior to your mission.

6. Flight Plans, the Compassion Callsign and ADS-B

LLP requires all pilots to file a VFR or IFR flight plan for that portion of the flight when LLP passengers are on board. When flying VFR, use of Flight Following is encouraged where available.

- **Flight Plan Forms**: In the block used for the aircraft registration (tail) number, the pilot will use the Compassion callsign in place of their actual tail number. The Compassion callsign is created by using a three-letter identifier "CMF," followed by the last three characters of the actual tail number of the aircraft. For example: if the tail number is N1234A, the aircraft registration becomes CMF34A. The pilot will use "Compassion 34A" on call communications with Air Traffic Control during the flight. Although ATC is not required to give you priority, many LLP pilots find they get very good service.

    In the REMARKS block the pilot should enter the full registration (tail) number of the aircraft followed by LifeLine Pilots, and then any other remarks.

    The Compassion callsign should ONLY be used when LLP passengers are onboard.

    Please visit https://www.operation-airdrop.com/compassion.pdf to learn more about the Compassion Callsign.

- If your aircraft is ADS-B equipped, you must make sure the Flight ID that your transponder is broadcasting matches the tail number that you entered in the Flight Plan. In the example above that would be "CMF46A." Therefore, you must change the flight ID on your transponder. Many transponders allow for that; please contact your avionics technician for instructions. Please remember to change the Flight ID back to your tail number after completing the flight. If your transponder does not allow Flight ID changes, you cannot use the Compassion Call Sign.

    Please visit https://spark.adobe.com/page/LSrPfAVXD2YH0/ for more information on why the call sign must be changed if you are ADS-B equipped.

7. On Board

Once your mission is underway, always wear your LifeLine Pilots badge. If you lose your badge, call the LifeLine Pilots office and a new one will be provided. You can also send an email to missions@lifelinepilots.org, along with a photo for a new badge. Wearing any LifeLine Pilots clothing is also recommended; e. g. polo shirt, hat, etc.

You are encouraged to take pictures of your missions. Please take pictures close-up, getting good facial shots and including only part of the plane. Be creative and look for special shots that would make good newsletter photos. Keep in mind close up shots are most frequently used in our newsletter and other publications.

NOTE: Before taking pictures, be certain adult passengers HAVE initialed the item on the bottom of the waiver. Their initial means they HAVE GRANTED us permission to take photos.

Prior to boarding, suggest to passengers that they may wish to use the restroom before the flight, reminding them there are no facilities onboard.

Assist passengers into plane and ensure that all are securely buckled in.

Give all instructions pertinent to your aircraft:

- Explain how seatbelts work.
- Indicate door handles and how they are operated.
- Show where exits are and how they work.
- Offer headsets if you have them available and explain their operation.
- Point out locations of airsick bags but keep them out of sight.

Bring a light blanket and some water or juice with you and offer to your passengers. Consider other items that you think will make the passengers more comfortable.

Give brief explanation of what they may expect during flight, e.g. sounds, ATC communications, turbulence, length of flight, etc.

This is especially important for first-time passengers on a small airplane. Encourage flight-related questions.

Be sensitive to passenger's wishes regarding talking about their medical condition. Some are very eager to converse about their health. Others prefer not to share that information.

Do not provide any medication of any kind to the passenger.

On occasion passengers request permission to bring oxygen canisters with them.

They are notified ahead of time that only gas oxygen is allowed (no liquid oxygen.) You will always be notified about this in advance and your acceptance of the mission with this condition will be at your discretion. If you agree to carry the oxygen container; please be certain it is firmly secured. Passenger or companion must operate the oxygen container.

8. Completion of Mission

After you have landed:

1. Be of assistance as needed in connecting passengers with those picking them up or with other ground transportation.

2. Wish the passenger well, thanking them for the opportunity of flying them. Many passengers will be enthusiastic in their expression of thanks to you.

3. Do not be surprised, however, if some passengers express little thanks. Their preoccupation with their health challenges and their often-weakened condition can leave them little margin to be expressive of their feelings of appreciation, even though it is there

4. File your Mission Report online in VPOIDS within 24 hours of completing the mission. Details included in section 13.

5. Post digital photos or scans on the website, or mail pictures to the LifeLine Pilots office soon after the mission. You can upload photos at the time you file your mission report. Just follow the simple directions. You can also do this by clicking on the Member tab of the LLP home page and clicking on the link Upload Photos under the "Members" section of the LifeLine Pilots Home Page. https://missions.lifelinepilots.org/mission_photo/upMissionPhoto

We welcome any helpful suggestions you may have to assist us in serving you and our passengers better

in the future. You can do this by completing a brief survey at the end of your mission report or making remarks in the comment section of the report. See section 13 for details.

Thank you for your willingness to fly for LifeLine Pilots. Your generous and compassionate spirit is a part of the healing and treatment process for the people that you will fly.

9. Post-Flight: Filing a Mission Report Online

After a flight, you will need to file a Mission Report. Filing the report online saves tremendously on staff and volunteer time.

1. Once you have logged on to VPOIDS, click on File Mission Report on the left- hand menu.

2. Select the mission report you need to complete.

   Please select the mission leg(s) for which you wish to file a report by clicking the check box and then click the "File Report for Selected Missions" button.

   The mission report also applies to all the legs you flew for that mission. For example, you should include the hours for the full round trip of a flight, not just the hours for the leg on which the passenger was aboard. Similarly, if you needed to fly from your home base to the origin airport, include those hours as well.

   You may include multiple missions in a single mission report. For example, you may fly a passenger to treatment, wait for them at the airport, and fly the same passenger back the same day. That would be two missions to us, but you may include them in one mission report.

   You may also take more than one passenger on a single flight (such as camp missions). That would constitute multiple missions, but you can include them in one mission report. They will reflect as two missions in your mission count.

   If you have more than one mission report outstanding on different days, please file those separately.

3. Fill in all necessary information. Financial info and routing and comments are optional, although we appreciate all comments. You can also fill out a pilot survey at the end of your mission report. The Mission Assistant, Hobbs Time (round trip, in decimal form only, i.e. 1.2), and Aircraft are mandatory.

4. If your aircraft does not show, choose "other", enter the information and proceed. Our aircraft database is extensive but does not include every single variation on each type of aircraft. If we have entered your aircraft somewhat

5. close to what yours is, please use that one.

6. In some cases, a pilot may purchase a commercial ticket for a passenger(s). In this instance, VPOIDS allows the pilot to enter the dollar amount of the purchased ticket. This dollar amount will show up on the pilot year-end report.

7. In the rare instance that a passenger mission is driven instead of flown, the pilot may enter expenses in the commercial ticket field. This dollar amount will show up on the pilot year-end report.

8. Hit submit. This will bring up a printable form for your records.

9. Click on the "File Mission Report" link on the left-menu to start the procedure over again if you

have more reports to complete.

10. It should then show that you have no outstanding mission reports.

If you do not file a mission report after repeated reminders, LifeLine Pilots will estimate your Hobbs time based on your aircraft type and the distance of your roundtrip mission from home base and back.

If you have any questions or problems, please call the office and we would be glad to assist.

Note that you can view a list of the missions you have flown or that have been cancelled in the past, including the mission reports you filed, by clicking the "Mission Summary" link on the left-hand menu.

10. Other functions of VPOIDS:

When you visit the VPOIDS database, you may see new features periodically. VPOIDS is a key tool for facilitating communication with our members, so we encourage you to use VPOIDS often.

Your Privacy

LifeLine Pilots takes your privacy very seriously. Since your personal data is stored in our database, we have established a privacy policy which is available for viewing on the web site. In addition, anyone who gains access to private information must agree to an acceptable use policy covering the use and protection of private data.

Mission Assistant Opportunities for Command Pilots

As a Command Pilot, you can also volunteer to fly as a Mission Assistant. Many Command Pilots are very receptive to having another pilot on board. In some cases, VFR pilots have requested an IFR Command Pilot to be a Mission Assistant, who could also be Command Pilot in cases where VFR conditions could become marginal and require an IFR flight for safety reasons.

11. Forms for Missions

Forms for Command Pilot Use

1. Waiver and Release of Liability (Passengers).

2. Passenger "Welcome Aboard" Form. Please email missions@lifelinepilots.org for the PDF of this form. We recommend you print it on card stock paper and give a copy to each passenger you fly.