

# Duty Pilot Standard Operating Procedures



The club runs on the efforts of volunteers. Thank you for your contribution as Duty Pilot. Club members get to enjoy gliding because of the work of the Duty Pilots. Your work is appreciated.

## Purpose of the Duty Pilot

This document sets out what the club needs Duty Pilots to do. The Duty Pilot is responsible for:

- Correctly recording flight times (legal compliance, club records & income)
- Flight following and initiating the overdue glider emergency plan (flight safety)
- Activating and de-activating general aviation areas (GAA) (ATC coordination)
- Welcoming BookMe customers and prospective new members (club growth)
- Keeping Kraak control orderly – tidy desk, supply of forms, charging batteries (respect).

## SOPS

### Duty Time

1. If you are not able to do your duty pilot rostered shift, swap with someone else, and let the duty pilot coordinator know.
2. Arrive by 9am (summer), 10am (in frosty winter).

### Setup

3. Start GlideTime. The GlideTime user manual is in the Duty Pilot Guide folder.
4. Setup GNZ tracking to track SPOT equipped gliders, and the two weather station readouts on the large screen. Open Flightradar24 on a second screen to track ADS-B equipped gliders.
5. Switch on mobile phone. Keep it with you if away from Kraak control.
6. Switch on and check the VHF radio on 133.55 MHz.
7. Put discharged SPOT batteries in the charger, and check they are charging.
8. Note the 'start of operations' in the operations log with your name.
9. Assist other members cleaning gliders with a damp cloth and moving gliders and tug out of the hangar.

### Operations

10. Maintain a list of pending flights in GlideTime with the required details. CGC SOPS require pilots to advise their intentions in person and ensure the details in GlideTime are correct. Pilots should also advise any changes, for example a change of instructor or glider.
11. Check that you have correct contact details for pilots and passengers. If members' contact details on the membership list are not current, collect the correct details. Record passenger name, phone, address, and emergency contact person details in the notes section on GlideTime.
12. Record take-offs and landings in GlideTime.
13. Record the duty runway and any changes of duty runway in the operations log book.

### Flight Following

14. Monitor the mobile phone email application for messages from SPOTs. Pilots may give OPS NORMAL reports, or request aerotow or road retrieves via SPOT to this phone.
15. Record OPS NORMAL calls from pilots in GlideTime.
16. Record retrieve request messages in the operations log, and act on them.
17. When the yellow GlideTime flight tracking reminder lights up, locate the glider using SPOT, ADS-B, a radio call with the pilot (may be relayed by other airborne gliders), or messages on the mobile phone. Add an OPS NORMAL note in GlideTime with the location, altitude if available, and time of the latest position report. If there has been no SPOT update in the last 30 minutes and you are unable to locate the glider, do not make an OPS NORMAL entry.

### Search and Rescue Action

18. You must initiate the OVERDUE Glider emergency plan when more than 60 minutes has passed since the position of a glider has been shown by SPOT, ADS-B or an "Ops Normal" call; or when a responsible person (e.g., duty instructor) considers the glider to be overdue considering the pilot's abilities, intentions and the circumstances.
19. The emergency plan flow chart is on the wall in Kraak Control, with full details in the red Emergency Procedures folder.
20. Assign the appropriate person to take charge as your first action. Use the emergency fog horn to summon everyone to Kraak Control.

### Activating General Aviation Areas (GAA)

21. On request from a pilot, call the ATC Supervisor to request GAA(s) be activated. ATC are not required to activate the areas immediately and may require a short delay before the areas are activated. Accept their decision with thanks.
22. When the last glider has vacated the GAA(s) for the day, call the ATC supervisor to deactivate the GAA(s).
23. When the areas are activated or deactivated, record their status in the operations log and broadcast their status to all stations on 133.55.

### Visitors

24. Welcome and look after strangers and BookMe customers (potential members).
25. Introduce BookMe customers and people interested in going gliding to the duty instructor when they are there.
26. As you have time, ask about their interest, and answer their questions. Talk positively about what gliding and the club is like. Show them a glider. Introduce them to others.
27. If they are waiting, give them a safety briefing. They should know not to wander into operational areas, where the toilet is, and where the emergency assembly area is.

### BookMe Customers

28. Have BookMe customers fill in the day membership form.
29. File the completed day membership form in the secretary's in tray.
30. Enter a trial flight in GlideTime with the person's name, and the BookMe booking number.
31. After their flight, give the instructor a trial flight certificate, 6 flight brochure, and 6 flight application form to give to the customer.

### Kraak Control Administration

32. As you have time, check the supply of forms. There should be adequate stocks of day membership, trial flight certificate, six flight application, BFR and instructor rating renewal, membership and youth glide membership forms, 6 flight brochures. More forms are required when the 'restock' note is on top of the remaining forms.
33. If stocks are low, for black and white forms print more copies; for colour brochures leave a note in the secretary's tray to order more. When restocking the file pockets, leave the 'restock' note 10 forms from the bottom.
34. Check printer toner levels and leave a note for the secretary when the toner level is down to 10%.
35. Tidy up as you go. At the end of the day, the effect to be achieved is the equipment switched off, a clear desk, and tidy filing cabinets. You can clear the desk by putting the rubbish tin under one end, and lifting up the other end of the desk. Just kidding, but you get the idea.



### Pack Up

36. At the end of the day, close GlideTime and ensure that the information and reports are completed and uploaded (automatically) to the cloud before shutting down the computer.
37. Turn off the computer, radio, phone, and computer monitors.
38. Put updated member contact details in the Secretary's in tray.
39. Put charged SPOT batteries in the 'charged' container, and any batteries not fully charged in the 'discharged' container. Batteries should not be left charging after hours.
40. Note end of operations in the operations log.

### Workstation Checklist

The Duty Pilot workstation should have:

- Computer and two external displays
- Airband radio
- Mobile phone
- Contact numbers for ATC Supervisor, CFI, President, RCC, and the Kraak Control phone.
- Operations Log book.
- Membership List.
- Duty Pilot Guide folder.
- Emergency plan flow chart.
- Emergency Procedures folder.
- Area maps showing local airspace and GAA with lat/long grid.
- Day Membership Forms.
- Trial flight certificates.
- 6-Flight Brochures.
- 6-Flight Application Forms.
- BFR and instructor rating renewal (from GNZ website)
- SPOT batteries and charger.
- Notepad.
- Pens.
- Printer.
- Printer paper.