



Chapter 02: FBO Services

08. Crew and Passenger Transportation

Coordinate ground transportation and accommodation services for aircraft crew and passengers to ensure convenient, reliable, and professional support services throughout their visit.

Purpose

This process establishes procedures for arranging ground transportation and accommodation services to provide support for visiting crew and passengers while maintaining vendor relationships, ensuring service quality, and delivering quality client experience.

Roles and Responsibilities

Client Service Representative:

- Manage client communications and service requests
- Process documentation and billing
- Obtain client authorizations and approvals
- Coordinate scheduling and aircraft availability
- Maintain professional client relationships

Operations Leader:

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

Process Steps

Needs Assessment Phase

- **Assess transportation requirements** - Evaluate passenger count, destination, timing, and special accommodation needs

- **Present service options** - Show available transportation options with pricing and timing while considering client preferences
- **Select vendor and process booking** - Choose appropriate provider and process reservation with confirmed pickup timing and details
- **Analyze accommodation needs** - Determine room count, duration, location preferences, and special requests or requirements

Reservation Processing Phase

- **Process hotel reservations** - Handle hotel bookings with preferred vendors and confirm room availability, rates, and arrangements
- **Document service confirmations** - Record all service arrangements and provide confirmation details with vendor contact information
- **Coordinate service timing** - Align service timing with flight schedules and communicate changes to vendors and clients promptly
- **Communicate with vendors** - Relay service requirements including pickup locations, passenger information, and special instructions

Information and Monitoring Phase

- **Provide client information** - Share comprehensive service information including vendor contacts and confirmation numbers
- **Monitor service delivery** - Track service delivery and maintain communication regarding any timing changes or issues
- **Provide local area information** - Share dining recommendations, attractions, and business services as requested by clients
- **Coordinate special requests** - Handle special requests including restaurant reservations, entertainment tickets, or meeting arrangements

Quality Assurance Phase

- **Conduct service follow-up** - Communicate with clients regarding service quality and address any concerns or feedback
- **Process billing and payments** - Handle billing for transportation and accommodation services and coordinate payment arrangements
- **Evaluate vendor performance** - Assess vendor performance and document service quality for continuous improvement
- **Update service records** - Maintain current vendor information and client preference records for future service delivery

Process Mapping

Flowchart showing transportation needs assessment, vendor coordination, service delivery monitoring, and quality follow-up with decision points for vendor selection and service optimization.

Tools and Resources

- Approved transportation vendor directory with service capabilities and contact information
- Hotel reservation systems and preferred vendor partnership agreements
- Local area information resources and recommendation guides
- Service booking and confirmation tracking systems
- Billing and payment processing systems for vendor coordination
- Client preference tracking and service evaluation forms

Success Metrics

- **Completion Time:** Transportation arrangements confirmed within 30 minutes of client request.
- **Quality Standard:** 95% on-time performance for all coordinated transportation services.
- **Safety Standard:** 100% vendor compliance with licensing and insurance requirements.
- **Client Satisfaction:** 96% client satisfaction with transportation and accommodation coordination.

Common Issues and Solutions

- **Issue:** Transportation vendor unavailable during high-demand periods or weather events
- **Solution:** Maintain relationships with multiple transportation providers and coordinate alternative service options with comparable quality


Issue: Hotel accommodations unavailable at preferred locations during peak periods

Solution: Provide alternative accommodation options with comparable amenities and coordinate shuttle services if location differs from preferences

Issue: Last-minute flight schedule changes affecting transportation timing

Solution: Implement flexible booking policies with vendors and maintain real-time communication for schedule adjustments

Safety Considerations

-  **BEST PRACTICE:** Conduct regular vendor performance reviews and maintain current local area information and recommendations

Regulatory References

- Local transportation licensing and regulatory requirements
- Hotel industry standards and safety regulations
- Privacy regulations for client information protection
- Company vendor management and service quality standards
- Emergency response and communication procedures