



Request for Proposal: Jet Linx Contract Crew Sourcing

See JetPro in-line responses below in green.

A. *Statement of Purpose*

Jet Linx Aviation is seeking an aviation staffing agency to provide all contract crewmember and cabin attendant procurement, including the vetting, billing, and logistics associated with utilizing contract crew.

B. *Company Information*

Jet Linx Aviation is one of the largest Part 135 Operators in the U.S. Our main focuses are aircraft management, jet card sales, and wholesale charter.

Quick Facts:

- Headquartered in Omaha, Nebraska
- 14 Base Locations
- ~100 Aircraft under management
- ~250 Assigned Crew Members

Contract Crew Usage:

- **2016: 865 Contract Crew Days Used**
 - **231 Cabin Attendant**
 - **634 Pilots**
- **2017: On track for 1,500-2,000 Contract Crew Days**

C. *Information Gathering*

The goal of this proposal process is to gain as much of an understanding about your agency as possible to ensure the relationship is a good fit and our requirements closely match your own. Please respond in word or PDF format to the following informational requests:

a. **Company Organization**

- i. How many employees does your agency have? All of our pilots, flight attendants, and maintenance technicians are hired as employees of JetPro. We have nearly 1000 total pilots in our system (including applicants and employees), around 175 of which are employed by JetPro (fully on-boarded, screened, vetted, background checked, added to our payroll, etc.) In addition, we have approximately 110 total flight attendants in our system (applicants and employees), approximately 20 of whom are fully employed by JetPro. In our office in Fort Wayne, we have six employees involved with the day-to-day back-office operations of JetPro. In addition, we have three partners who are also



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involved with all aspects of the business. See the 'Meet the Team' section of this proposal for details, including primary and secondary responsibilities.

- ii. What are your departments comprised of? Do your representatives handle all vetting, logistics, billing, etc. or are those functions split up? Responsibilities are split up with primary and secondary/backup roles. See 'Meet the Team' section for details.
- iii. Can you handle our contract crew requests 24/7? Yes, we offer 24/7 trip coverage assistance with a 'live' representative. JPP understands the fluid environment of the aviation industry and can assist clients with the scheduling changes that are a part of every flight operation. We are just one phone call away!
- iv. Please provide a referral from a comparable business aviation company (50+ aircraft, high volume, etc.). JetPro has agreements with three large fleet management companies. The first company has a signed formal agreement, but has yet to fly any trips through us. The second has engaged JetPro with a retainer agreement for pilot recruiting services. The third company is using JetPro for active crewing, however, we are not at liberty to disclose their name per confidentiality purposes in our contract.

b. Pilot Sourcing

- i. Can you source crewmembers for all aircraft types? If not, which types are you unable to help with? Yes, we can crew all types of AC. JPP crews most of the common aircraft models, including clients operating a range of aircraft from the Falcon 10/100 to the Boeing 747. More importantly, JetPro has built the infrastructure to recruit, screen, and on-board new crew members. Our CrewTrac™ system allows us to not only screen & sign up individuals very thoroughly and efficiently, but also ensure that our records *stay* current through our internal administrative reports, automated e-mail alerts to crew and our client-facing dashboards.
- ii. Can you provide contract crewmembers and cabin attendants that meet all Jet Linx Requirements (listed in the Jet Linx Requirements section)? Yes. Our database is large (and growing), and we can easily sort/filter crew members based on any variety of factors or combination of factors. Once chosen as the partner for Jet Linx, JetPro will collaborate with Jet Linx and make adjustments to our application process (across the board) to best align with Jet Linx needs.
- iii. If Jet Linx has a current relationship with a contract crewmember or cabin attendant we use on a regular basis, can we direct them to go through your agency if we'd like to continue using them? Yes of course. We are happy to screen and onboard crew members (provided they meet JetPro requirements) regardless of their source. Our practice has always been dual approval (by both JetPro and our client). JetPro will work very closely with Jet Linx to get you the right crew for the trip.



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iv. What is your vetting process for crewmembers and cabin attendants?

A general overview of this process is also outlined in the 'CrewTrac™ Overview' section of this proposal. However, the following section provides a bit more detail:

Online Application – (www.jetpropilots.com/careers)

The following information is asked:

Pilots: Demographic info, Resume, FAA License type, medical class, hours (total, PIC, MEL, Jet, etc.) Any FAA incidents, accidents, enforcement? (yes/no and if yes, please explain). List all type ratings. List up to 3 aircraft that that crew member is *currently* flying, including time in type, time in type as PIC, date and kind of most recent training.

Flight Attendants: Demographic info, resume, # of years in business aviation, CPR/AED training date, HAZMAT training date, CRM training date. FAA approved general emergency training (facility and date), and “Tell us about your experience with client confidentiality.”

Initial Screening of Application. Director of Operations (with assistance from partners/others as needed) will screen new applicants based on a variety of factors. As the situation requires, applicants may be screened for general crewing or for a particular client’s needs.

Employment Offer. If a decision is made to hire an applicant, an offer is made (“the hire is initiated”) within our **CrewTrac™** system, triggering an automated e-mail back to the applicant. The e-mail contains links to the onboarding portal and to detailed video instructions on how to do the onboarding. *See below for the links to the onboarding instructions. We just ask that you keep these confidential and do not share with others and/or our competitors. These videos are not available to the public and designed to only be viewed by JetPro crew members:*

Pilot:

https://www.youtube.com/watch?v=ndY_Dwo8KBc&list=PLP58ejxeQjgvUnKLhIRXPdTdxjx6gL8R&index=1

Flight Attendant:

https://www.youtube.com/watch?v=hvlwsfG_rZE&list=PLP58ejxeQjih8V_1dS4bBw_5mOit2kszp&index=1

Onboarding. Onboarding (aka employee new hire paperwork) is completed online by the crew member, on their own time, by logging directly into our



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CrewTrac™ system and following the step-by-step instructions. This includes signing a variety of JetPro documents, including an offer letter from JetPro, a formal confidentiality agreement, criminal background check authorization and a JetPro employee handbook acknowledgement. Employees also complete a Federal W4, I9, and any state withholding forms as required, based on their home state. Employees are then included on the JetPro's workmen's comp policy and state taxes are withheld as required and per withholding instructions by the individual crew member. In addition, crew members, based on their position, are asked to upload their pilot certificate, medical, training documentation (detailed ROT is required), passport (or pertinent ID), photo, and any other documents/training as needed, i.e. International Procedures, radio permit, etc. Additional documentation may be requested and tracked per client request.

Onboarding Verification & Final Processing. Once a crew member has completed the onboarding, **CrewTrac™** automatically alerts our admin team. Our staff will then review the submitted documents and complete final processing to get the crew member 100% documented and set up with JetPro and ready to fly for our clients. To this point in the process, most of the signup process has been automated, but this is where human eyes come into play and evaluate/verify everything. The onboarding verification process is a detailed checklist followed by our admin team. The completion of this checklist, along with any notes and follow-up questions are documented and filed for each crew member, creating a full electronic personnel/HR file for each crew member and getting them set up in our system. At this time, we also do the final processing of the criminal background check (see the 'Background Checks' section of this proposal for additional info) and the FAA verification report (which verifies type ratings, limitations, incidents, accidents, and enforcement directly from the FAA).

Ongoing Record Maintenance. After the dust settles from the initial onboarding and time moves on, our **CrewTrac™** system is configured to send automated alerts to both crew members and JetPro admin staff when time-sensitive credentials are about to expire. Our default frequency is 90/60/30 days, but this is configurable. See 'Sample E-mail Alert' section of this presentation for a sample of a **CrewTrac™** alert e-mail that automatically goes out. Once the pilot sends this information back to JetPro (through a variety of methods, either via e-mail or by capturing the image using their smartphone camera in our **TripTrac™** application), our admin team will update the records within the system (including the client-facing **CrewTrac™** dashboard) as appropriate.



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- v. Do you track the performance and/or gather feedback for the contractors and cabin attendants you provide? Yes, particularly on new crew members. We will ask our client for feedback after a new crew member flies on a first trip. In some cases where we crew both seats, we may ask our established/trusted PIC for verbal feedback on the performance of the SIC, to the extent they are comfortable. All clients know that we are a phone call away if there are issues and we will handle them so they don't have to. We are very sensitive to sloppy performance or bad attitudes. We have a system for tracking and documenting poor performers (through our **CrewTrac™** system) and those crew members with criminal and/or FAA violations. Also note that any type of positive criminal background report or FAA incident will be handled on a case-by-case basis. All findings will be fully disclosed to Jet Linx and a mutual decision will be made as to whether or not to use a particular crew member.
 - vi. Please provide 2 Sample Packages we would receive if you were presenting options to us for a given request (1 pilot and 1 cabin attendant). See the 'Sample Dossiers' section in this proposal.
 - vii. What is the turnaround time for most requests? This varies based on the needs of our clients. On average, we typically see 1-2 weeks notice on trip requests. However, we also have covered trips in as little as 24 hours if needed. Some of our retained crew members (assigned exclusively to one client) live local to that client and are on-call M-F and have a 4-hour window to respond. We fully understand that schedules in business aviation are extremely fluid (request/cancel/re-request/cancel again). We also understand that the scheduling needs and patterns of Jet Linx clients are going to vary as well. We are set up to accommodate this.
- c. Pricing and Administrative Information**
- i. Please provide pricing information for pilots and cabin attendants. See 'Pricing Info' section in this proposal.
 - ii. Please explain if pricing changes by aircraft type, aircraft class, etc. See 'Pricing Info' section in this proposal.
 - iii. How are travel arrangements, overnight expenses, and per diem allowances handled? Typically, these are managed and paid up front by the crew. We normally get at least a rough itinerary from the client and pass it along to the crew, who make their own travel arrangements. Using our **TripTrac™** application, crew members submit their expense reports. They are then paid on a weekly payroll cycle so they get paid quickly (wages and expense reimbursement). From our experience, 'common sense' seems to be the prevailing policy on crew expenses, but we do have some clients who have policies on certain items (e.g. no alcohol, pre-approval on international airline positioning, etc.)
 - iv. What are your payment terms? Net 30



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- v. How often and when do you invoice? Typically, this is done monthly after the first of the month (to bill for the prior month). In some situations, with permission from the client, we may invoice more frequently, i.e. after a trip.
- vi. Please provide a sample invoice. See 'Sample Invoice' section of this proposal.

D. Jet Linx Contract Crewmember and Cabin Attendant Requirements

a. Flight Crew requirements:

- i. ATP and applicable PIC Type Rating *See Notes Below
- ii. 3,000 Total Time/1,500 PIC *
- iii. 1,500 MEL/500 MEL PIC **JetPro asks Total MEL, but not MEL PIC
- iv. 250 PIC Time in Type *
- v. 500 Turbine Time **
- vi. 300 Instrument Time **
- vii. First Class Medical **

Notes: *Single asterisk items are items that we already ask on our standard application. ** Double asterisk items are items that vary from our standard application. After being chosen as the Jet Linx partner, we will adjust our standard JetPro application to best align with Jet Linx needs.

*SICs who do not meet these requirements may be accepted on a case by case basis. OK. JetPro's approach is that we only crew pilots who are captain qualified and 12-month current in the aircraft. We will, however, make exceptions for SIC crewing, considering FAA requirements and client requests/approval, including consideration to client's insurance provider requirements.

b. Cabin Attendant Requirements:

- i. DOB – Must be 23 years of age or older. By design, JetPro does not ask for DOB on our employment application. We would like to discuss this requirement a little further.
- ii. Industry recognized cabin service training. Yes. JetPro can track FAA required training and also track any specific cabin training vendor of interest. Also note that with our robust **CrewTrac™** system, custom training modules can be defined as needed. JetPro has clients that administer 'in-house' custom training programs, which JetPro can assist with tracking and monitoring.

E. How to Submit a Proposal

Please submit responses to the questions above and return all requested sample documents no later than **June 30th** to Josh Carstensen (jcarstensen@jetlinx.com) and Nick Johnson (njohnson@jetlinx.com). A final decision will be made no later than July 28th.

Questions or clarification can be directed to Josh Carstensen at (402) 315-1046