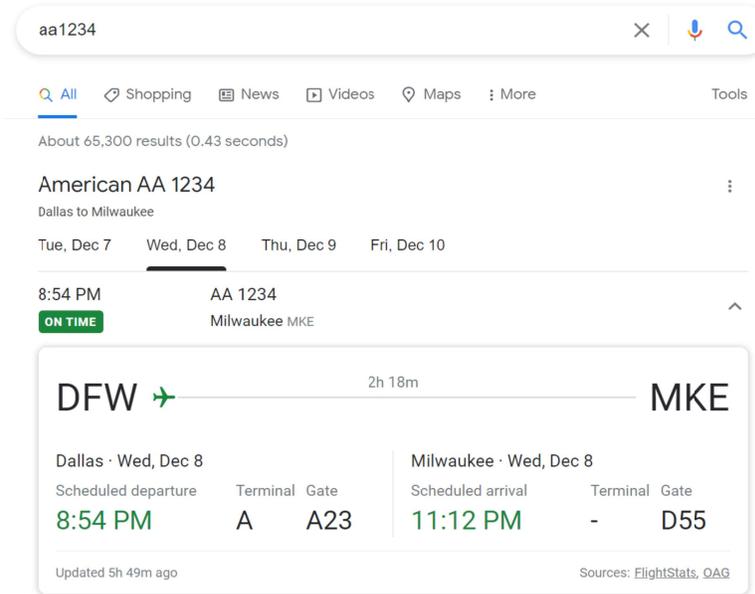# Tracking Flights

It's really important for drivers to check flights and not always rely on RideBits or dispatch for accurate pickup times and flight information. Some drivers use flight aware, but we recommend a simple Google Search. www.google.com. For example: If the flight is (AA) American Airlines 1234, then search for aa1234 with no spaces.

WN is Southwest. Delta is DL. HA is Hawaiian Airlines. AS is Alaska.

Pickup times are generally 30 minutes after the customer lands. If they land at 2 pm, then their pickup time will normally be 2:30 pm. If the scheduled pickup time is 2 pm and they don't land until 3 pm due to a flight delay, then there new pickup time should be 3:30 pm. It's important to let scheduling (not reservations) know if a flight delay is going to make you late picking up your next customer. They will reassign your next trip if possible or swap trips with another driver so you can be on time.

15 Minutes = First Class and No Checked Bags
30 Minutes = Checked Bags
45 Minutes = International (Customs) and Slow Walkers (Wheelchairs, Canes, etc.)

Home pickups are always the time the customer chooses. Reservations will suggest that customers need to be at the airport 2 hours before their flight takes off. If the customer's flight takes off at 8 am and the customer is located 30 minutes away from the airport, then we would normally pick up the customer at 5:30 am to get them to the airport by 6:00 am. Showing up at 5:15 am may be better if you suspect heavy traffic, or you have a tight schedule. Try not to show up more than 15 minutes early.

One common problem we deal with is AM and PM being switched. When it's at noon (12 pm) or midnight (12 am), pay extra attention to the flight times. If you see an obvious error or it's the wrong flight number (wrong city), call or text the customer to verify before updating the time. If you don't want to do that or don't have time, definitely let someone know who's willing to call the customer.

Excellent communication will greatly improve customer experiences and result in better tips and more 5 star reviews (31-32% pay instead of 30%). It will also make your job easier, and more fun by having more happy and less angry customers.