Fly Time Aviation
Standard Operating Procedures
Revision 8: 11/18/2025

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Fly Time Aviation Contacts

Fly Time Aviation Standard Operating Procedures as needs arise. Please review the latest version of our SOPs periodically or after long breaks away from utilizing Fly Time resources such as aircraft, classrooms, or simulator. If you have further questions please reach out to the following personnel as applicable.

David Kempf, Owner
dave@flytimeaviation.com
602-300-8774

Dylan Fisher, Chief Flight Instructor/Safety Officer & Admin (Maintenance Contact)
flytime.help@gmail.com
503-804-3385

Steven Perschke, Maintenance (Maintenance Contact)
602-670-7660

Leah Cuevas, Billing
flytime.billing@gmail.com
727-656-3010

Lindsey Anderson, Billing
flytime.billing@gmail.com

Mikayla Schneider, Admin (Maintenance Contact)
flytime.help@gmail.com
503-708-4698

FSP Account Documents

Fly Time Aviation has an SASO agreement with the City of Chandler, which necessitates certain criteria when it comes to TSA documentation and collection of information. Fly Time Aviation chooses to collect and retain copies of TSA documentation for students and renters alike. We go above and beyond what is required to ensure we are in compliance at all times.

Fly Time Aviation reserves the right to refuse aircraft or classroom rental access to any renter, student, or instructor at any time. Fly Time Aviation reserves the right to terminate or refuse flight training to any student at any time.

Student Accounts

Students are required to provide all requested documentation within 7 days of the start of training. The following documentation must be provided for each level and stage of training.

Student Pilots

Documentation Needed to Begin Training:

1. An unexpired passport -or- a birth certificate accompanied by government-issued identification
2. TSA Citizenship Verification Endorsement -or- applicable FTSP training authorization paperwork

Additional Documentation Needed Prior to Solo:

3. Student Pilot Certificate Card, front and back of certificate card (signed)
4. Medical Certificate
5. Signed renter agreement
6. Copy of valid renter's insurance policy

Initial Instrument Rating Students

Documentation Needed to Begin Training:

1. An unexpired passport -or- a birth certificate accompanied by government-issued identification
2. TSA Citizenship Verification Endorsement
3. Pilot Certificate Card, front and back of certificate card (signed)
4. Medical Certificate
5. Signed renter agreement
6. Copy of valid renter's insurance policy

Initial Multi-Engine Commercial Students

Documentation Needed to Begin Training:

1. An unexpired passport -or- a birth certificate accompanied by government-issued identification
2. TSA Citizenship Verification Endorsement
3. Pilot Certificate Card, front and back of certificate card (signed)

4. Medical Certificate
5. Signed renter agreement
6. Copy of valid renter's insurance policy

Renter Accounts

Renters are required to provide all requested documentation prior to renting an aircraft or classroom.

Documentation Needed Prior to Renter Checkout:

1. An unexpired passport -or- a birth certificate accompanied by government-issued identification
2. TSA Citizenship Verification Endorsement
3. Pilot Certificate Card, front and back of certificate card (signed)
4. Medical Certificate -or- applicable BasicMed documentation
5. Signed renter agreement
6. Copy of completed Pilot Record Sheet
7. Copy of Completed Pilot Checkout Form

Additional Documentation Needed to Begin Renting:

8. Copy of valid renter's insurance policy

Reservations

Recordkeeping

The customer's account balance must be $200.00 or greater prior to dispatching a flight reservation.

Each flight reservation must be "checked out" at the start of the lesson and "checked in" at the conclusion of a lesson on Flight Schedule Pro (FSP) as well as recorded in the paper flight log found in the aircraft binder. The starting and ending hobbs and tach times should be verified for accuracy. Similarly, classroom reservations should be checked out and in on FSP. Classroom reservations should reflect the total time of intended use.

If there appears to be an error, please notify an admin as soon as possible. Please provide all necessary information. Useful information usually includes the start and stop hobbs and tach times via a combination of pictures from the gauges as well as the flight log. Pictures of the error message may also be helpful.

Oil consumption is tracked in the aircraft binder. When adding oil to an aircraft, record the following in the Oil Consumption Log found in the aircraft binder: date oil was added, amount of oil added, and name of customer on the reservation.

Checkrides

Checkride Scheduling & Priority

Checkrides always take priority at Fly Time Aviation. If a checkride is scheduled and the applicant's desired aircraft is not available, then the current booking will be moved or rescheduled as needed to accommodate the checkride applicant.

Similarly, checkrides take priority on the classroom schedule as well. If the large classroom is booked and a checkride oral must be added to the schedule, the previous large classroom booking will be moved to the small classroom. If the small classroom is booked, that reservation will need to be rescheduled or canceled. Additionally, if the small classroom is utilized for a checkride it is the responsibility of the recommending Instructor (and Applicant) to verify there are no conflicting simulator sessions scheduled. If a simulator session(s) overlaps with the checkride, the recommending Instructor (and Applicant) MUST notify the simulator customer as soon as possible. Contact a Fly Time Aviation admin if any issues arise.

Instructors and applicants alike are expected to book checkrides as soon as they are confirmed and notify a Fly Time Aviation admin if there are any scheduling conflicts at the time of booking. If there is a scheduling conflict, please book the time you want in any tail number so a 'trade' can be made for your desired tail number.

Obtaining Maintenance Logs

It is the responsibility of the recommending Instructors and the Applicant to notify a Fly Time Aviation Maintenance Contact prior to a checkride to get access to the maintenance logs and have

them supplied for the checkride date. Notice must be given two weeks in advance AND 40 hours prior to the checkride start time.

Out Of State / Greater Than 50 NM

Reservations that will leave the state of Arizona or travel more than 50 NM away from KCHD must give notice. The notice should include the flight plan, ETD, and ETA. On Flight Schedule Pro, the reservation should be marked as cross-country, and the flight path included. Please include your estimated flight time on the Flight Schedule Pro reservation.

Overnight / 24-hr Reservations

Each full-day reservation (approximately 24 hours) will be billed at a minimum of 3 hours. Reservations spanning multiple days will be billed at a minimum of 3 hours per day. If your reservation begins Saturday morning and ends the subsequent Sunday night, the reservation will be billed for a minimum of 6 hours. If your hobbs time was greater than 6 hours then you will be billed for the total flight time of the reservation. Please include your estimated flight time on the Flight Schedule Pro reservation.

Runway Surfaces

Aircraft on the flight line at Fly Time Aviation are only to be landed on paved surfaces. Landings on surfaces other than pavement (ex: dirt, gravel, grass) are not permitted.

Standby Aircraft (N1897V)

N1897V is considered a “Standby Aircraft”. If you book a reservation in N1897V it is under the understanding that you may be cancelled from the schedule on short notice if needed.

If you have booked one of the other C-172M aircraft (N4482R, N5013R, N80283) and it experiences unexpected maintenance, then your reservation would be moved to any available aircraft. If there are no available aircraft during your reserved time block, then your reservation will be moved into N1897V. If there is a conflicting reservation already booked in N1897V it will be cancelled from the schedule.

Fly Time Aviation reserves the right to rebook reservations into N1897V on a case-by-case basis as Fly Time sees fit to accommodate the maximum number of customers.

Checkrides still take priority. If a checkride must be moved for unexpected maintenance, then the applicant will get their desired tail number and the schedule will be rearranged based on the priorities listed above and aircraft availability.

Cancellations

Customers are expected to cancel reservations as soon as they know they cannot or will not conduct the flight. When cancelling a reservation, please fill out the reason for the cancellation.

Fly Time will monitor the cancellation rate and implement a policy with 30 days notice of policy implementation.

Fly Time Aviation reserves the right to suspend rental privileges to anyone at any time. At no time shall a customer enter into an unsafe condition to avoid a cancellation fee.

Flight Operations

Fly Time Aviation tries to offer resources to customers to use as freely as possible. Please treat them with the utmost respect and like it is your own! We are a community of pilots working together to keep everything as nice as possible for the next renter, student, or discovery flight.

Preflight

Cleaning the Aircraft

Aircraft windows shall be cleaned exclusively with **clean microfiber rags**. These are provided! If the clean rags are almost out, please contact a Fly Time Aviation personnel so more can be made available. Clean all windows with up and down motions ONLY. Do NOT make circular motions as this can result in 'halos' overtime.

Disposable paper towels and white rags are ONLY to be used for checking the engine oil or cleaning the outside and inside of the aircraft. They are NEVER to be used on any window surfaces. If they are running low, please contact a Fly Time Aviation personnel so more can be made available.

Engine Oil

Engine oil is provided. Please obtain any needed oil from designated areas. Keep the oil level between 4 qt and 5 qt as displayed on the engine oil dipstick. Do NOT over tighten the dipstick cap. Finger tight is sufficient. Heat can accentuate an already tight oil cap and cause issues for subsequent customers.

If you are departing on a cross country or overnight trip please ensure you have sufficient engine oil stowed in the baggage area/tool bag for use during your flight(s).

Flight Schedule Pro (FSP) Issues

If you encounter issues checking out on FSP please contact a Fly Time Admin prompting prior to flight.

Start Up

We have been directed by Chandler Aviation to start up on the yellow tax line. Do NOT start the aircraft in any of the tie-down spots. Aircraft MUST be pulled out of the tie-down spot by hand using the aircraft towbar as necessary to the yellow taxi line. Reference the diagram installed on the aircraft yoke for reference. Please be mindful of others and spend as little time as possible in this area. As quickly as you can while practicing the utmost safety, please move your aircraft to one of the transient boxes as needed in front of the Terminal Building to allow other customers to start their aircraft, return their aircraft, or have their aircraft fueled by the fuel truck.

Be mindful of your aircraft, other aircraft, and objects in the vicinity when maneuvering the aircraft. If you are not sure you have enough space, double check! Ask for help if needed.

Taxi & Flight

Each person that takes out one of Fly Time Aviation's aircraft is a representation of Fly Time Aviation. Customers, students, and instructors are expected to conduct themselves as safely as possible and portray themselves in a professional and courteous manner to ATC and other pilots/aircraft alike. If you are found to be lacking in any of these categories, Fly Time Aviation may have to take remedial action. Fly Time Aviation reserves the right to refuse current or future access to resources at any time as they see fit.

Shut Down

We have been directed by Chandler Aviation to shut down the aircraft on the yellow taxi line. Please reference the diagram installed on the aircraft yoke for reference. Do NOT pull into any of the tie-down spots or turn the aircraft! Please be mindful of others and spend as little time as possible in this area especially with the engine running. Other customers may be waiting on you to start their aircraft, return their aircraft, or get the fuel truck to service their aircraft. Once the engine is shut down, exit the aircraft and manually push the aircraft into a tie-down spot with the towbar. Please be cautious to NOT push on the elevator to avoid accidental damage to the tail surfaces. Be mindful of your aircraft, other aircraft, and objects in the vicinity when maneuvering the aircraft. If you are not sure you have enough space, double check! Ask for help if needed.

Post-Flight

Battery Master & Switches

Please post-flight your aircraft. Ensure the Battery Master switch has been turned off and electrical power is no longer being supplied. If the Master is left on and damage is done to the aircraft battery, Fly Time Aviation reserves the right to charge the customer for damages per occurrence.

Stowing the Aircraft & Lost-and-Found

Please install aircraft control locks (and startup diagram), pitot cover, and sunshades promptly.

Please make sure you have all your belongings and no trash is left behind. Please leave the aircraft better than you found it and how you would want someone to leave it for you. If you believe you have left something behind in the aircraft and the aircraft is no longer at the airport or the item is now missing, please contact a Fly Time Aviation admin to see if the item has been dropped off in one of the lost and found locations.

Flight Schedule Pro (FSP) Issues

If you encounter issues checking out on FSP please contact a Fly Time Admin prompting prior to flight.

Leaving the Aircraft

Please shut windows, air vents, passenger doors, and the baggage door. Lock all doors before leaving the aircraft and return the keys to the lockbox. Please double check your pockets prior to leaving the airport to confirm the keys have been properly stowed for the next customer!

Errors & Reporting

If you believe you have made an error, broke a Fly Time Aviation SOP or an FAA Regulation, please contact a Fly Time Aviation personnel and report the event as soon as it is safe to do so.

Billing

Billing System

Fly Time Aviation utilizes Flight Schedule Pro (FSP) to create invoices and collect payment for aircraft, instructor, and classroom fees. Fly Time Aviation requires a positive account balance of $200 or more before releasing an aircraft.

Invoicing

Invoices are created manually and paid with a card on file by the customer. If you choose to save a card on file, the card will never be charged automatically. The card on file can only be used by the customer to add funds or directly pay an invoice. Customers can add funds to their account prior to being invoiced.

Please pay your invoices promptly. Fly Time Aviation reserves the right to deny rental access to anyone at any time based on outstanding balances.

Fuel Reimbursement

When at KCHD, fuel is purchased through Chandler Air Service and billed to Fly Time Aviation's account. When purchasing fuel outside of Chandler Air Service's fuel truck hours of operation or at airports other than KCHD, customers will be reimbursed for fuel purchases provided they follow the proper procedures. If a receipt cannot be presented or adequate information provided, then a reimbursement will not be issued. The total cost of fuel reimbursement will be deducted from the invoice for the flight that required a fuel purchase. Please email information relating to fuel reimbursement promptly to flytime.billing@gmail.com.

Fuel Reimbursement Procedure

1. Leave a comment on the reservation you purchased fuel for. State the dollar amount that was purchased.
2. Write on the fuel receipt/invoice: date of reservation, tail number, and the customer on the reservation.
3. Email the receipt/invoice to flytime.billing@gmail.com promptly after the conclusion of the flight.

Paying for Instruction

Customers are billed through FSP for their instructor's time off the hobbs for flight training. Payment for ground instruction is collected by the instructor directly from the customer NOT through FSP. Instructor rates may vary between $50/hr - $80/hr and how ground instruction payment is accepted may vary as well. Please contact your instructor directly for details.

Flight Schedule Pro Account Balance Refund

If you wish to have the account balance refunded, please email flytime.help@gmail.com and request a “Account Balance Refund” Form. Fill out the form and email your completed form to flytime.help@gmail.com. After the refund has been processed, sign the form and submit it to flytime.help@gmail.com for record-keeping.

Insurance

Purchasing An Insurance Policy

Fly Time Aviation requires a valid aviation renter's insurance from all customers and employees.

Renters and students must have a valid renter's insurance policy to rent Fly Time Aviation aircraft. Students must have their insurance policy take effect prior to their initial solo flight and must retain valid renter's insurance throughout the rest of their training.

Fly Time Aviation Instructor's must have a valid non-owned insurance policy (that encompasses providing instruction) prior to providing dual in Fly Time Aviation aircraft.

Fly Time Aviation does not dictate which company you must purchase your aviation renter's insurance policy from. You may choose who you wish to purchase from and all policy details (policy length and liability coverage).

Insurance Credit

Fly Time Aviation offers up to a $330 credit toward aircraft rental expenses to customers and employees that purchase a qualifying renter's insurance policy or flight instructor non-owned insurance policy.

A 12-month policy with hull coverage of $25,000 or more is considered a qualifying insurance policy for the Fly Time Aviation credit. To obtain this credit, please refer to the "Obtaining Insurance Credit" section below.

Fly Time Aviation reserves the right to deny insurance credit to anyone at any time.

Obtaining Insurance Credit

To obtain the insurance credit, please email a copy of your aviation renters insurance policy to flytime.billing@gmail.com prior to requesting

Maintenance

Squawks & Reporting

Customers/Instructors are expected to report all squawks as soon as practical once identified. Please inform the appropriate admin or point of contact with as much detail as possible. Additionally, write up the squawk in Flight Schedule Pro (FSP) so the next customer can be made aware prior to their flight.

If grounding the aircraft is necessary, please notify an admin or applicable point of contact ASAP with all relevant details. Additionally, ground the aircraft on FSP.

Routine Maintenance

Fly Time Aviation strives to predict and schedule maintenance in advance to avoid the need to cancel reservations for routine maintenance.

When customers and instructors ensure reservations are checked out and in with the appropriate times, this helps our maintenance department plan accordingly. It is also helpful to include your estimated flight time on reservations, especially for reservations in excess of 2 hours.

Unexpected Maintenance

If unexpected maintenance is needed or an aircraft must be downed for maintenance earlier than expected, Fly Time Aviation will make every effort to keep your reservation on the schedule via the use of an available aircraft or through the use of the standby aircraft N1897V. Fly Time Aviation will attempt to notify the customer or instructor of a reservation that must be moved or canceled due to unexpected maintenance. Please review the “Reservations” section of this document for further details on priority, scheduling, and N1897V.

Stranded/Rescue

Fly Time Aviation makes every effort to provide reliable aircraft to customers. However, unexpected maintenance issues still arise.

When stranded at any airport other than KCHD due to maintenance issues, Fly Time Aviation will attempt to use available aircraft and personnel to pick up pilots and passengers and fly them home with no additional charge. Monday through Friday between the hours of 8am and 5pm, Fly Time Aviation will attempt a same day pick up. Outside of these hours, Fly Time Aviation will attempt a pick up the following business day. Saturday through Sunday and holidays, Fly Time Aviation will attempt a pick up the following business day. For reservations that leave the state of Arizona or travel more than 50 NM away from KCHD, Fly Time Aviation will attempt a pick up at their own convenience.

The risk of getting stranded comes with renting an aircraft and Fly Time Aviation does not assume the responsibility of any costs incurred due to being stranded such as hotel stays and car rentals.

Redbird Simulator

The Simulator is an ATTD Redbird Navigator 610 and owned by Fly Time Aviation. The rules and operations pertaining to its usage are subject to change at any time however, Fly Time Aviation makes every effort to keep customers and instructors up to date on changes. To utilize the Redbird Simulator adequate documentation must be provided from the potential simulator customer/instructor as well as satisfactorily complete a SIM Checkout conducted by an authorized instructor. Fly Time Aviation reserves the right to deny simulator access to an instructor or customer at any time as they see fit.

Contact Information

For simulator-related questions, concerns, squawks, or more information, please reach out to Mikayla Schneider.

Email: flytime.help@gmail.com

Phone: 503-708-4698

Usage

The intended use of the simulator is training toward an instrument rating, maintaining instrument proficiency, training toward an IPC/CFII, and proficiency in complex/TAA/multi-engine operations.

For an instructor to utilize the simulator for teaching or personal use, they must pass a sim checkout with an authorized instructor. For a student or customer to use the simulator alone without an instructor who has passed a sim checkout, they must pass a sim checkout with an authorized instructor.

Squawks & Reporting

Customers and Instructors are expected to run the “Thouble Shooting Checklist” when squawks occur in the simulator.

If the squawk is not resolved after completion of the checklist, please promptly notify Mikayla Schneider of the issue(s) experienced. Our goal is to resolve squawks in a timely manner to allow reservations to continue on schedule.

If directly, please write up a detailed squawk in Flight Schedule Pro (FSP) so the next customer can be made aware prior to their reservation.

Logging Simulator Time

The Redbird Simulator is an ATTD Redbird Navigator 610 which can be logged as long as all of the following criteria are met.

1. The panel in use is paired with the correct throttle quadrant.

2. Evidence of the current LOA paperwork is retained by the person logging the simulator time.

Checkout Instructors

The following instructors are authorized to sign off on a Redbird Simulator checkout: Andre Hamil, David Harrington, Dylan Fisher, Matt Lehti, Mikayla Schneider, and Preston Lyman.

If the authorized instructor is not satisfied, you may be asked to return for further training before being released to rent the simulator or denied access to the simulator.

Reservations & Payment

Reservations for the Redbird simulator are made on Flight Schedule Pro (FSP). Please make reservations for a minimum of 1 hour, even if the intended time of use is less than 1 hour. The customer will be billed based on the hobbs time (actual time of usage), not what was booked.

Invoices will be created in FSP and paid in FSP, just like paying for the aircraft.

Note: If a checkride is utilizing the small classroom resource then an conflicting simulator reservation will have to be rescheduled.