

# 2016

## AFSC Volunteer Pilot Handbook



**TABLE OF CONTENTS**

**About Angel Flight South Central ..... 4**

Our Mission.....4

Who We Are.....4

What We Do.....4

Contact Information.....4

**Welcome! ..... 5**

**Orientation Process ..... 5**

Public Benefit Flying Course - AOPA.....5

New Volunteer Pilot Orientation.....5

Required Documents.....5

AFSC Badge (Optional) .....5

AFSC Website.....6

AFSC Marketing Material.....6

Donations, Grants, and Matching Gifts.....6

**The Passenger’s Process ..... 6**

Who We Fly.....6

How We Locate Passengers.....7

Qualifying a Passenger.....7

How Passengers Request a Flight.....7

**AFSC Roles and Responsibilities ..... 8**

**Single vs. Multi-Leg Missions ..... 8**

**Viewing Available Missions..... 9**

Things to Consider When Requesting a Mission .....9

**Angel Flight’s Online Mission Request System: VPOIDS ..... 10**

Logging Into VPOIDS.....10

Instrument Panel.....11

Finding an Available Mission .....12

Requesting A Mission .....16

Mission Itinerary and Waiver .....17

Mission Summary.....18

Filing a Mission Report.....19

Tax Deductions and Year-End Reports.....21

**Preparing The Passenger For The Mission ..... 23**

**NGF Call Sign Process..... 24**

Background and Transition.....24

Angel Flight South Central Operations .....25

Using the NGF Call Sign and ANGEL FLIGHT Telephony.....26

**Flying The Mission ..... 29**

**Cancelling A Mission ..... 30**

Ground Transportation ..... 31

## ABOUT ANGEL FLIGHT SOUTH CENTRAL

### **OUR MISSION**

The mission of Angel Flight South Central is to help people in need of free air transportation for medical and humanitarian purposes. Angel Flight arranges travel through a network of volunteer pilots for people who require specialized medical treatment not available to them locally.

### **WHO WE ARE**

Angel Flight South Central is a 501(c)(3) non-profit organization comprising a network of over 1,000 volunteer pilots who donate their time and aircraft to provide healthcare access to patients in need of free air transportation to their required healthcare facilities.

### **WHAT WE DO**

Since 1991, Angel Flight South Central has encouraged America's General Aviation pilots to volunteer their skills to provide free transportation for people in need of critical medical treatment not available to them locally. Every year Angel Flight pilots fly thousands of "missions" making it possible for people to access lifesaving medical care, which would otherwise be unavailable to them.

Angel Flight South Central cooperates with hospitals, physician's offices, social workers, and social service agencies to identify those who need our services the most. Some hospitals (like Houston's MD Anderson Cancer Center) have integrated us into their admissions and social services departments to insure availability to their clients.

Our mission coordination team, based at Dallas Executive Airport, connects passengers in need of transportation with pilots available for missions so that details including airport of departure and destination can be confirmed. On the day of travel, the passenger or patient meets the pilot at a local airport and is flown to an airport near their treatment facility. When necessary, multiple trip "legs" are arranged with additional pilots.

Angel Flight South Central coordinates with several similar agencies across the nation, which allows us to provide service to patients and passengers who require travel beyond our primary service region. Because of the sacrifice and commitment of our volunteer pilots, we believe that no one has to be denied critical medical care solely due to the barrier of distance.

### **CONTACT INFORMATION**

Angel Flight South Central  
P.O. Box 763760  
Dallas, TX 75376

Office Hours: Monday-Friday  
8:00am-5:00pm

Phone: 972-755-0433  
Fax: 972-858-5492  
Email: [coordinator@angelflightsc.org](mailto:coordinator@angelflightsc.org)

Service Area: Texas, Arkansas,  
Oklahoma, New  
Mexico, Louisiana

## WELCOME!

We are grateful that you have decided to volunteer with AFSC, and we want to provide you with all the tools necessary to make your first mission and every mission thereafter a rewarding experience.

## ORIENTATION PROCESS

Once you have submitted the online application and been approved to volunteer as a pilot with Angel Flight South Central, the next step is to complete the orientation process. Pilot Orientation is designed to meet Angel Flight South Central's mission objectives and prepare you for your first mission.

### **PUBLIC BENEFIT FLYING COURSE - AOPA**

Angel Flight South Central requires all new volunteer pilots to complete this 30-minute course, which is found on the AOPA website at: [tinyurl.com/benefitflying](http://tinyurl.com/benefitflying). At the end of the course, you will receive a certificate verifying that you have completed the course, which can be uploaded to the AFSC Available Missions system.

### **NEW VOLUNTEER PILOT ORIENTATION**

Angel Flight South Central's Orientation must be completed before a new volunteer can request to fly a mission. The Orientation is available online and may be completed at your convenience. Please refer to the "Orientation Getting Started" guide for information on how to access the website and log in. The orientation consists of several videos and two short quizzes. If you have any additional questions or concerns about flying Angel Flight missions after completing the orientation, you may contact our office or your Wing Leader.

### **REQUIRED DOCUMENTS**

Angel Flight South Central must have the following documentation on file before you are able to request your first mission:

- **Pilot Affirmation Form** – you will be asked to renew this annually
- **AOPA ASI Course Certificate**
- **Current Proof of Insurance** – the document must include an expiration date and the limits of liability coverage. A new insurance document must be provided annually before you are able to request new missions.

These documents may be uploaded online through the orientation website, scanned and emailed to [coordinator@angelflightsc.org](mailto:coordinator@angelflightsc.org), or faxed to our office at 972-858-5492.

### **AFSC BADGE (OPTIONAL)**

We provide all new volunteer pilots with an Angel Flight badge and lanyard. If you would like to receive one, please upload a photo to AFIDS or email it to our office. Allow 1 to 2 weeks for processing and shipping.

## AFSC WEBSITE

Our website has numerous resources available for our pilots online at [www.angelflightsc.org](http://www.angelflightsc.org). A couple of features that may be of interest include:

- **News** – access links to news stories and videos about our pilots and patients.
- **Upcoming Events** – view upcoming events for pilot gatherings, fundraising events, and outreach events.
- **Fixed-Base Operations & Fuel** – a list of airports and FBOs that offer discounted fuel and other services for pilots flying Angel Flight missions
- **Angel Flight Merchandise** – purchase items from Land's End that feature a customized AFSC logo.
- **Little Ways to Help** – this page provides additional information on links to our social media pages and other ways to help Angel Flight.

## AFSC MARKETING MATERIAL

If you are interested in representing Angel Flight at a pilot or patient outreach event, please contact our office. We can provide you with brochures and other marketing materials to help promote Angel Flight. We can also provide materials for you to leave at various airports that you may travel to on Angel Flight missions.

## DONATIONS, GRANTS, AND MATCHING GIFTS

Angel Flight South Central relies on donations to cover administrative costs associated with recruiting pilots, coordinating missions, and conducting outreach. Many companies have matching gift programs that match volunteer hours or cash donations, which is an easy way to help the organization. Some companies also have charitable foundations that might consider awarding a grant or making a donation to Angel Flight. Please contact us if you would like more information on providing financial support for the organization.

## THE PASSENGER'S PROCESS

### WHO WE FLY

Our passengers are typically medical patients who need ongoing treatment, such as chemotherapy or radiation treatments for cancer. We also fly transplant patients for pre- and post-operation appointments (we do not fly them for the actual transplant operation).

AFSC also provides flights to people in need of humanitarian assistance; such as domestic violence relocation and family members traveling to visit loved ones in long-term care or hospice. We also have a partnership with Court Appointed Special Advocates (CASA) to fly their volunteers and connect them with abused and neglected children who are placed in foster homes or group homes.

In addition, AFSC is also affiliated with the Homeland Security Emergency Air Transportation System (HSEATS). The system provides disaster relief efforts to communities impacted by hurricanes, floods, and other tragedies that may occur. Our pilots assist by flying supplies and people into and out of the devastated area.

Adult passengers are permitted to bring one companion and children are allowed to bring two companions on an Angel Flight mission.

## HOW WE LOCATE PASSENGERS

Angel Flight South Central works with hospitals, physician's offices, social workers, and social service agencies to identify those who need our services the most. Pilots may also assist us with locating people in need through their religious communities, rotary clubs, or schools. Please contact us if you know someone who needs help and you believe the flight would qualify for an Angel Flight mission.

## QUALIFYING A PASSENGER

Our Mission Coordinators ensure each passenger and/or companion meets specific requirements before they are permitted to fly with one of our volunteer pilots. The following is an outline of the requirements our passengers must meet before they are permitted to receive an Angel Flight:

- All passengers must be able to walk and step up onto the wing of the airplane with limited assistance. They also must be able to sit upright during the entire flight.
- AFSC limits missions to 1,000 miles from the origin city to the destination city because of the excessive travel time this would take in a small plane.
- Passengers cannot require medical attention during the flight or travel with any medical equipment. At most, a small aluminum oxygen canister is allowed as long as it is DOT approved and light enough to carry over their shoulder.
- AFSC does not provide Air Ambulance or emergency rescue services.
- Passengers are not obligated to meet financial requirements to qualify for a flight. We do ask that they demonstrate a compelling need before requesting a flight as each mission represents a significant cost to a volunteer pilot.

## HOW PASSENGERS REQUEST A FLIGHT

Angel Flight South Central receives the required paperwork for the mission and then our Mission Coordinators will enter it in VPOIDS. The mission is then visible to the pilots either through the email notifications or online at [www.availablemissions.org](http://www.availablemissions.org). The following steps are taken to help organize a mission for a passenger:

- A qualified doctor, nurse, or social worker must complete and sign the mission request paperwork. For medical passengers, a signed physician's letter is also required as part of the paperwork to ensure patients are medically able to fly in a non-pressurized plane.
- AFSC requests that paperwork be received at least 5 business days prior to the day of departure.
- Upon receipt of the paperwork, AFSC will contact the passenger within 24 hours to confirm the dates and times of the appointments. A mission coordinator will also review our standard policies and procedures.
- **We require all passengers to have a back-up plan to get to their scheduled appointments.**

## AFSC ROLES AND RESPONSIBILITIES

Angel Flight South Central is comprised of various groups of people, both internally and externally, who make this organization possible. Whether you speak to them on the phone, contact them through email, or meet them at an Angel Flight event, these are the various people you may run into while you are volunteering.

- **Mission Coordination**– Our Mission Coordinator is a paid employee who works out of our main office, and will be your primary contact. She is responsible for reviewing and approving passenger requests, providing information to the pilots, and acting as the central point of communication among pilots, passengers, requestors, and health care providers.
- **Volunteer Pilot** – All volunteer pilots must complete Angel Flight’s orientation and meet the minimum requirements to fly as Pilot in Command of an aircraft that is certified by the FAA under a Standard Airworthiness Certificate.
- **Mission Assistant** - A Mission Assistant can be an experienced Angel Flight Volunteer Pilot who knows the ropes, a friend or student pilot who is hoping to fly missions someday, or a spouse who can entertain the passengers during the flight. A Mission Assistant does not need to be a registered member or complete orientation, but *all mission assistants must agree to sign the waiver before accompanying you on an Angel Flight mission*. Asking someone to accompany you as a Mission Assistant is optional.
- **Wing Leader** - Our geographical area is divided into nine regions called Wings. Each Wing has a Wing Leader who is responsible for preparing new pilots to fly as command pilots. They act as a resource for you as a new Volunteer Pilot to answer questions and help guide you through your first flight. Our Wing Leaders also help our office staff coordinate social events, recruit pilots, and conduct outreach activities in their local area.

## SINGLE VS. MULTI-LEG MISSIONS

Angel Flight South Central limits missions to 1,000 miles from the origin city to the destination city because of the excessive time this would take in a small plane. Missions over three hundred miles are divided up into separate legs, depending on the overall distance of the flight. This provides all of our pilots with more opportunities to fly missions. An outline of the different mission types is as follows:

- Single-Leg Mission – flights less than 300 miles (non-stop)
- Two-Leg Mission – flights from 301-600 miles (2 different planes/pilots, 1 stop)
- Three-Leg Mission – flights from 601-1,000 miles (3 different planes/pilots, 2 stops)

A pilot may choose to fly one, two, or all three legs of the mission. In addition, pilots traveling on multi-leg missions may coordinate a different hand-off point than the airport listed in the system. The origin and departure airports are *always* the pilot’s choice!

## VIEWING AVAILABLE MISSIONS

Angel Flight South Central uses an online system, called VPOIDS, to manage all of the mission requests for the organization. Each pilot accesses the system with a personal login and password. Pilots can view available missions two ways:

- **Nightly emails** – a “Missions Available” email is sent from the system each night showing upcoming missions that have not been filled. There are three types of missions included in the report:
  - Missions that are going to/from your home airport (100% efficiency rating)
  - Missions within your primary Wing
  - Missions within your secondary Wing (optional)

To accept a mission from the email, or view the details, you may click on the Mission number in the far left column.

- **Online** – using your login information, you may access available missions online at your convenience through VPOIDS ([www.availablemissions.org](http://www.availablemissions.org)).

## **THINGS TO CONSIDER WHEN REQUESTING A MISSION**

- **Appointment times** – for medical missions, the time of the appointment will be included in the notes section of the mission. Sometimes the passenger needs to arrive early in the day or depart later in the afternoon if an appointment is scheduled on the day of travel. Depending on the time of the appointment and the length of the flight, the Mission Coordinator may arrange for the passenger to travel either a day before or after the appointment.
- **Changing dates** – if you are interested in a mission, but you are unable to travel on the day listed in the system, please contact the Mission Coordinator. Some passengers have flexible schedules and may be able to travel a day before or after the scheduled travel date
- **Airport** – the Mission Coordinator will select the airport that is closest to where the passenger lives or the facility s/he is visiting. With that said, the airport is *a/ways* the pilot’s choice. Pilots choose different airports for a variety of reasons: location of their plane, cheaper fuel, closer to their home or meeting, etc. Please update the Mission Coordinators on changes to an origin or destination airport so the information will match the mission report that is filed at the end of the trip.

## ANGEL FLIGHT’S ONLINE MISSION REQUEST SYSTEM: VPOIDS

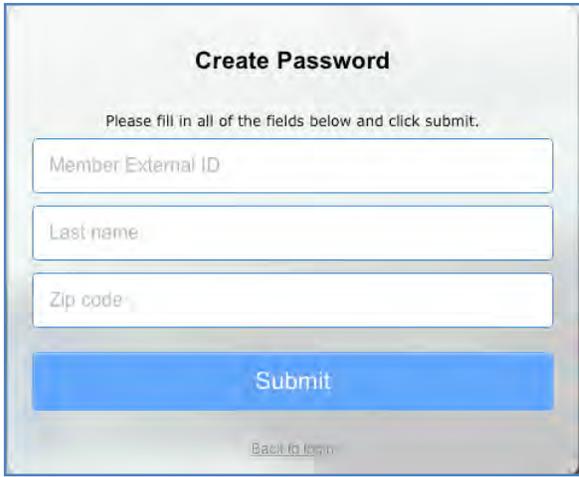
### LOGGING INTO VPOIDS

The website address for accessing available missions for Angel Flight is: [www.availablemissions.org](http://www.availablemissions.org). A Member ID number will be assigned to you prior to orientation, and you will use this to create your username and password for the first time.

#### Logging In For The First Time:

From the main page, (a) click on “Click here if you are a member and you need to create a username & password for the first time”, located under the Login button. (b) You will then use your member ID, last name, and zip code to create a user name and password for your account.

a. 

b. 

#### Logging In:

Once a username and password have been created, you may type the information into the boxes on the login page and click the “Login” button to access the system.

#### Resetting Your Password:

From the main page, (a) click on “Forgot password?” A box will appear (b) where you will need to enter either your username or Member ID. An email will then be sent to you with instructions for resetting your password.

*Note:* The Mission Coordinator cannot view or reset your password. S/he can verify your email address or provide you with your username or Member ID if needed.

a.

**ANGEL FLIGHT SOUTH CENTRAL**

**Sign in to Angel Flight South Central Mission Control**

Enter your username and password then click login.

Username

Password

[Forgot password?](#)

Click here if you are a member and you need to create a username & password for the first time

b.

**Reset Password**

Enter either of the two items below, your username if you can remember it, or your Angel Flight South Central Member ID. **You will receive an email with instructions on how to reset your password.**

User name

OR

Member ID

[Back to login](#)

## INSTRUMENT PANEL

The first screen that will appear when you log into the system is the Instrument Panel, shown below. From this page, you will be able to use various links to access your account, view available or upcoming missions, and file a mission report.

**ANGEL FLIGHT SOUTH CENTRAL**

Support | AFSC Home | Account Settings | Log Out

Welcome, Angie

**INSTRUMENT PANEL**

**MISSIONS**  
 Avail | Map

Try the Electronic Waiver  
 Try the new electronic waiver next time you fly a mission. Use your smartphone, tablet or computer.  
[wiki.vpoids.org](http://wiki.vpoids.org)

SEARCH | DISTANCE CALC

**Account**  
 Membership Renewal

**Tools**  
 Calendar of events  
 Mission Orientation Pilot Directory  
 Upload a photo

**Reports**  
 File Mission Report  
 Mission Summary  
 Year-End Report

**CURRENT MISSIONS (View Available missions as List)**

Map | Satellite

United States  
 Mexico  
 Gulf of Mexico  
 Cuba

Map data ©2015 INEGI Imagery ©2015 TerraMetrics Terms of Use

**PERSONAL NOTEPAD** EDIT

### Top Navigation Bar:

*Support* – link to send an email to AFSC regarding any issues you may be experiencing with the system.

*AFSC Home* – link to the Angel Flight South Central website ([www.angelflightsc.org](http://www.angelflightsc.org))

*Account Settings* – link to change various settings in your profile

*Log Out* – link to log you out of VPOIDS

### Missions (Top Left):

*Avail* – link to all available missions with search capabilities

*Map* – view of mission routes on a map with search capabilities

*Try the Electronic Waiver* – link to wiki page with instructions on how to use the Electronic Waiver.

*Search box* – **this is currently not functioning correctly.**

*Distance Calculator* – enter the city, state, and zip or the airport identifier to calculate the number of nautical miles between two cities.

### Navigation Bar (Lower Left):

*Membership Renewal* – once a year, you will need to renew your membership and confirm that all of the information Angel Flight has on file is correct.

*Calendar of Events* – view upcoming events in your Wing

*Mission Orientation Pilot Directory* – access contact information for your Wing Leader. Use the drop-down list to select your Wing.

*Upload a photo* – you may upload a photo of any mission you have flown.

*File Mission Report* – once you complete a mission, please file a mission report showing the total number of mileage and hours flown. **If your mission was cancelled, please do not file a report with 0 hours – contact the main office.**

*Mission Summary* – allows you to view future, pending, and past missions.

Future Missions – shows upcoming missions that you have accepted. If you lose your Mission Itinerary or Waiver, you print one up from here.

Pending Missions – shows missions you have requested to fly but are still under review by a Mission Coordinator and have not yet been assigned to you.

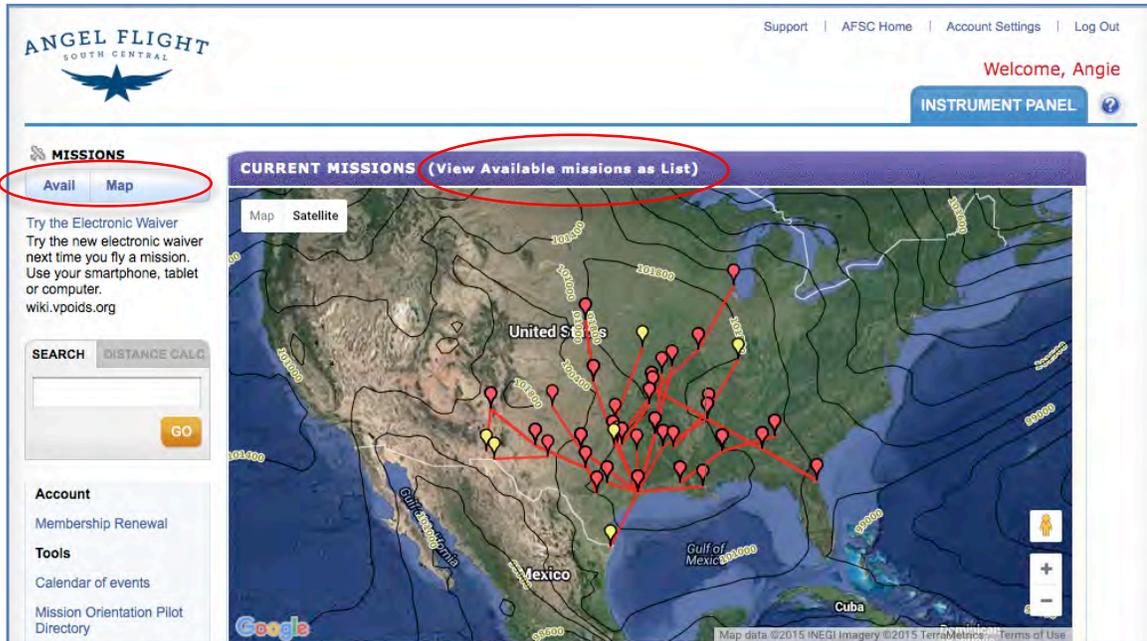
Past Missions – shows missions you have previously flown. You may view or print old Mission Itineraries or Mission Reports, or file an electronic waiver.

*Year-End Report* – view a list of missions you flew with completed Mission Reports. This report provides valuable information for tax purposes.

## FINDING AN AVAILABLE MISSION

There are several ways to access the list of available missions from the main page.

- From the top of the Instrument Panel, click on “View Available Missions as List”.
- From the Missions Bar on the left side of the screen, click on “Avail”.
- View the map from the main screen.



## Map View

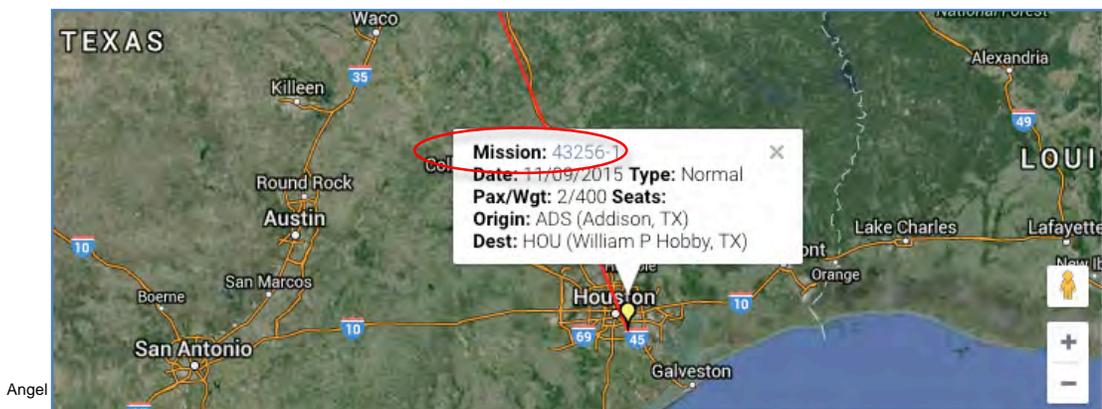
The map on the main screen shows all available missions. To search for missions based on specific criteria, click on the “Map” button to the left. This will enable you to search by mission start and end dates, origin airport, destination airport, and the mission type in the map view.

The flags colors:

Red – the origin airport for a mission

Yellow – the destination airport for a mission

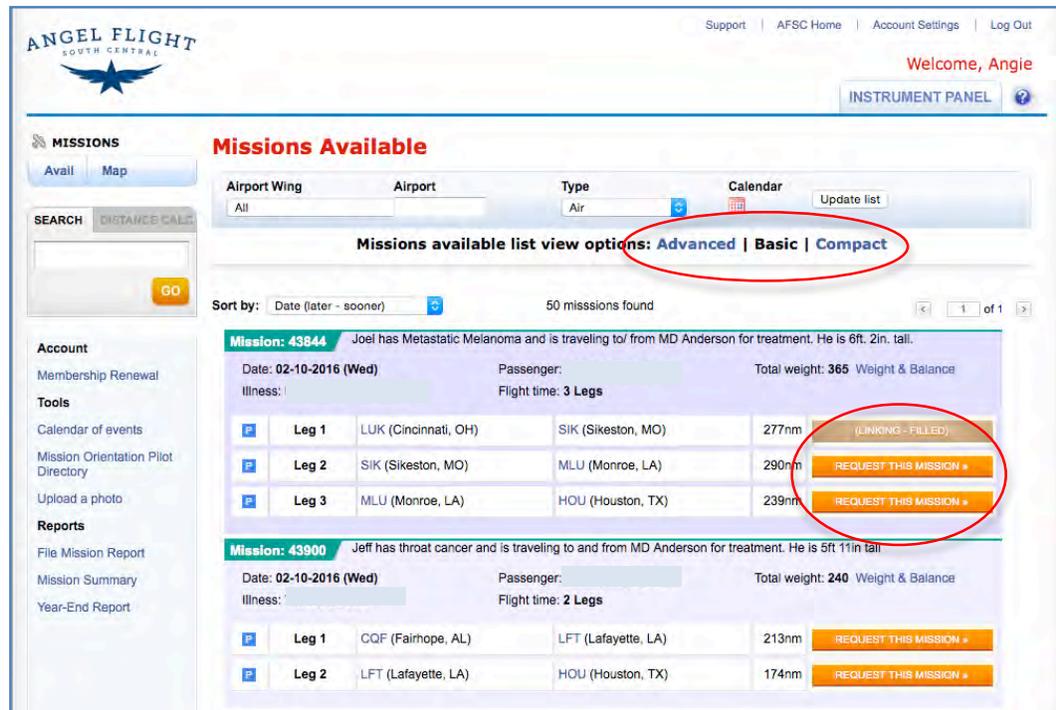
To select a mission from the map screen, click on either the origin or destination flag and a box will appear. To access the mission details, click on the mission number.



## List View

Selecting “View Available Missions as List” or “Avail” will pull up a list of available missions in Basic View. The missions are automatically sorted by the earliest to the latest.

To view the missions in your particular Wing, select your region from the drop-down list under “Airport Wing”. Or, you may search for missions in or out of a specific airport by entering the three-letter identifier under “Airport”. Then click “Update List”.



**Missions Available**

Account: Welcome, Angie

MISSIONS: Avail | Map

SEARCH | DISTANCE CALL | GO

Account: Membership Renewal, Tools, Reports

Filter: Airport Wing: All, Airport: All, Type: Air, Calendar: Update list

Missions available list view options: **Advanced** | Basic | Compact

Sort by: Date (later - sooner) | 50 missions found | 1 of 1

Mission	Description	Date	Passenger	Total weight	Weight & Balance
<b>Mission: 43844</b>	Joel has Metastatic Melanoma and is traveling to/ from MD Anderson for treatment. He is 6ft. 2in. tall.	02-10-2016 (Wed)		365	Weight & Balance
Illness:   Flight time: 3 Legs					
Leg 1	LUK (Cincinnati, OH)	SIK (Sikeston, MO)	277nm	(LINKING - FILLED)	
Leg 2	SIK (Sikeston, MO)	MLU (Monroe, LA)	290nm	REQUEST THIS MISSION	
Leg 3	MLU (Monroe, LA)	HOU (Houston, TX)	239nm	REQUEST THIS MISSION	
<b>Mission: 43900</b>	Jeff has throat cancer and is traveling to and from MD Anderson for treatment. He is 5ft 11in tall	02-10-2016 (Wed)		240	Weight & Balance
Illness:   Flight time: 2 Legs					
Leg 1	CQF (Fairhope, AL)	LFT (Lafayette, LA)	213nm	REQUEST THIS MISSION	
Leg 2	LFT (Lafayette, LA)	HOU (Houston, TX)	174nm	REQUEST THIS MISSION	

## Mission Status

*Request This Mission* – the mission is available

*Linking – Filled* – the leg of that mission is filled, but other legs may still be available.

*Already Requested* – you have already submitted a request to fly this mission.

## Alternate View Options

Near the top of the screen, you will find additional options for viewing the list of available missions or using advanced search options.

*Advanced View* – In this view, you can search for missions by a specific date range, day of the week, number of passengers, weight, distance, and efficiency (your home base has a 100% efficiency rating). You may also save these filters for future searches.

**Missions Available**

Missions available list view options: **Advanced** | Basic | Compact

Ignore my availability [Show missions matching my personal flights](#)

Date Range: \_\_\_\_\_ to \_\_\_\_\_ Flight Days: **M** **T** **W** **Th** **F** **Sa** **Su** Location: Wing | [Airport](#) | [City/State/Zip](#) Location as:  Origin  Destination

Needs:  Pilot  Mission Assist.  Driver Show: [All Mission Types](#)  Filled  Open

Maximum Passengers: \_\_\_\_\_ Maximum Weight: \_\_\_\_\_ lbs Maximum Distance: \_\_\_\_\_ miles Minimum Efficiency: 75 %

[Find](#) [Reset](#) | [Save filter settings](#) | [Hide Filters](#)

*Compact View* – this provides a very basic overview of the missions that are available. Clicking on the plus sign to the left of the Mission ID will provide additional details about the mission and the passenger.

**Missions Available**

[Airport Wing](#) [Airport](#)  Show Ground [Calendar](#) [Update list](#) [My Flights](#)

Missions available list view options: **Basic** | **Advanced** | Compact |

Show [All](#) entries Search: \_\_\_\_\_

Mission	Date	Passenger (age)	Origin	Dest	Leg/Trip	Weight	Request
43844-2 Normal	02-10-2016 Wed 3 Legs		SIK MO	MLU LA	290 827	365 lbs 2 pass	<a href="#">Request</a>
43844-3 Normal	02-10-2016 Wed 3 Legs		MLU LA	HOU TX	239 749	365 lbs 2 pass	<a href="#">Request</a>

## Mission Types

Angel Flight uses Mission Types to designate the different variety of missions that can be flown within our organization. The Advanced View enables you to search for a specific mission type. They are as follows:

*Normal* – passengers traveling for medical appointments

*Transplant* – passengers traveling to receive a transplant

*Blood Run* – transporting blood to a hospital or medical facility

*Administrative* – flights to attend a special Angel Flight event, board meeting, etc.

*Humanitarian and Compassion* – these are typically family members traveling to visit a relative in long-term care or hospice, or other compelling needs

*Camp* – children traveling to a special needs or adoption camp

*HSEATS* (Homeland Security Air Transportation System) – transportation provided for disaster relief efforts such as hurricanes, floods, etc.

*Veteran* – military veteran traveling to a VA Hospital or other medical facility

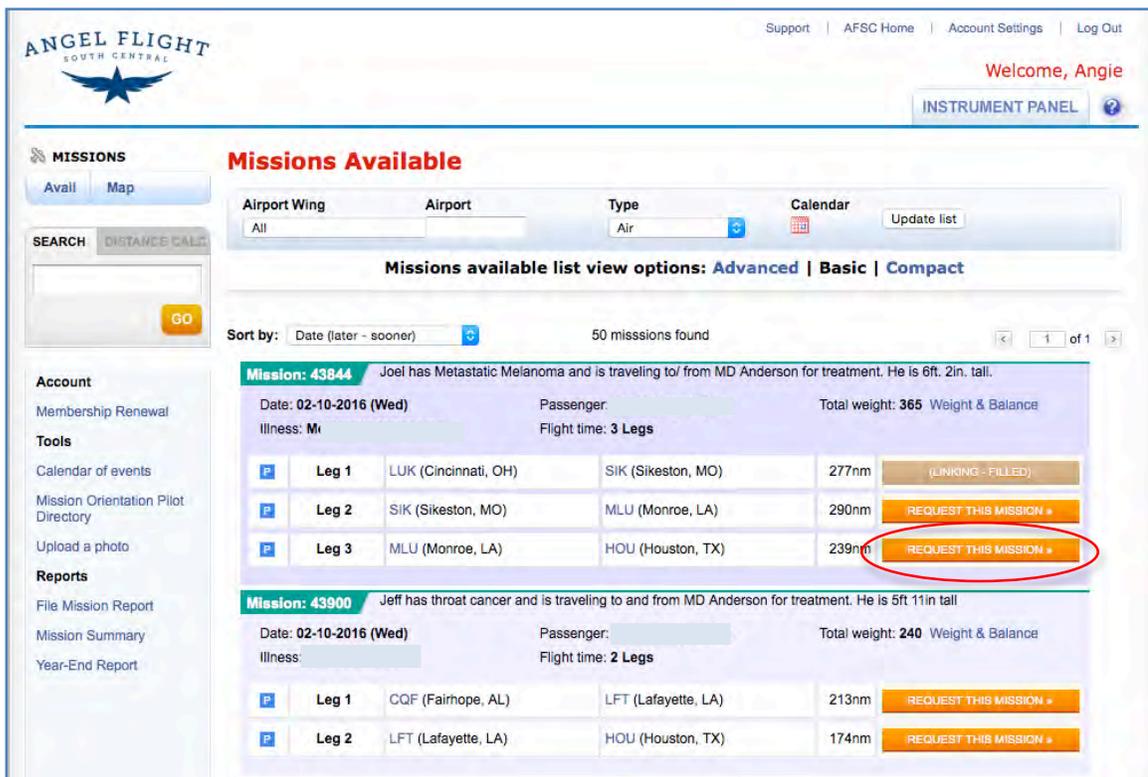
*Relocation* – transportation provided for victims of domestic violence or human trafficking that are being relocated to a family or other facility

CASA (Court Appointed Special Advocates) – transportation provided for CASA volunteers visiting a child in foster care or conducting pre-placement assessments.

## REQUESTING A MISSION

There are three ways to request a mission: call the office, email the office, or request the mission online. If calling or emailing, please include the Mission ID number and the date of the mission.

Specific details, such as the number of legs and appointment times, will be available under “Flight Time”. When you find a mission that you would like to fly, click on “Request This Mission”.



The screenshot shows the 'Missions Available' page on the Angel Flight South Central website. The page includes a search bar, filters for Airport Wing, Airport, Type, and Calendar, and a 'GO' button. Below the search bar, there are options for 'Missions available list view options: Advanced | Basic | Compact'. The page displays 50 missions found, sorted by Date (later - sooner). Two mission cards are visible:

- Mission: 43844**: Joel has Metastatic Melanoma and is traveling to/ from MD Anderson for treatment. He is 6ft. 2in. tall. Date: 02-10-2016 (Wed). Passenger: [redacted]. Total weight: 365. Weight & Balance. Illness: M[redacted]. Flight time: 3 Legs.
 

P	Leg 1	LUK (Cincinnati, OH)	SIK (Sikeston, MO)	277nm	(LINKING - FILLED)
P	Leg 2	SIK (Sikeston, MO)	MLU (Monroe, LA)	290nm	REQUEST THIS MISSION »
P	Leg 3	MLU (Monroe, LA)	HOU (Houston, TX)	239nm	REQUEST THIS MISSION »
- Mission: 43900**: Jeff has throat cancer and is traveling to and from MD Anderson for treatment. He is 5ft 11in tall. Date: 02-10-2016 (Wed). Passenger: [redacted]. Total weight: 240. Weight & Balance. Illness: [redacted]. Flight time: 2 Legs.
 

P	Leg 1	CQF (Fairhope, AL)	LFT (Lafayette, LA)	213nm	REQUEST THIS MISSION »
P	Leg 2	LFT (Lafayette, LA)	HOU (Houston, TX)	174nm	REQUEST THIS MISSION »

After selecting your mission, you will be able to view additional information, such as the passenger’s height and reason for travel, in the Mission Summary screen (shown below).

Please select the Pilot Type and Aircraft from the drop-down menus. Enter the tail number of your plane (if it is different from the one we have on file for you). Indicate if you would like us to help you find a Back-up Pilot or Mission Assistant for your flight. The back-up pilot is to have on stand-by in case something were to happen to where you would be unable to complete the flight, and the Mission Assistant would travel with you. In addition, enter any comments you would like the staff to be aware of for this flight.

At the bottom of the page, confirm that you agree to the Pilot Affirmation by checking the box, and then select “Request Mission”.

INSTRUMENT PANEL	MISSION COORDINATION	MEMBERS	REFERENCE	CONTENT/TOOLS	REPORTS
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### Request Mission

<b>Leg 2</b>	<b>Mission:</b> 43900-2 <b>Type:</b> Normal <b>Date:</b> 02/10/16 <b>Time:</b> 2 Legs	<b>From:</b> LFT (Lafayette, LA) (GMT-6) <input type="radio"/> CT <b>To:</b> HOU (Houston, TX) (GMT-6) <input type="radio"/> CT	<b>Passengers:</b> 1 <b>Total weight:</b> 240 <a href="#">Get Detail</a>	<b>Distance:</b> 174mi <b>Efficiency:</b> 53%
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Passenger:	Date of birth:	05-29-1955	Weight:	190 lbs.
Reason:	raveling to and from MD Anderson for treatment. He is 5ft 11in tall			
Comment:				

**Pilot Type:**

**Select Your Aircraft:**

**Tail:**

**Backup Wanted?**  Yes  No

**Mission Assistant Wanted?**  Yes  No

**Comment:**

**Pilot Affirmation**  
 Angel Flight South Central (AFSC) brings together volunteer pilots and passengers who need transportation to medical treatment. We do not oversee the flights themselves, the pilots who fly the missions, or our pilots' compliance with FAA regulations. Therefore, we require that all pilots attest to the affirmations listed below. Please review the affirmations carefully and check the "I Agree" button in order to continue.

I agree

Once you request a mission, the AFSC coordination staff will need to process your request. Notification will be sent via email once the Mission Coordinator has approved your request.

### MISSION ITINERARY AND WAIVER

After a request has been approved, the AFSC Mission Coordinator will send you an email that contains the Mission Itinerary, links for the passenger to sign the waiver electronically, and hard copies of the waivers. The Mission Itinerary will include all of the details for the trip including the passenger's phone number and email address, and any linking pilot information.

AFSC currently has three different versions of the waiver. They are **English**, **Spanish**, and **CASA** (English). The waiver must be signed and submitted prior to departure. If completing an electronic waiver, a Wi-Fi connection will be required. Hard copies must be mailed or faxed from the FBO prior to departure.

The waiver is designed to protect you, the pilot, and Angel Flight South Central from legal action connected with your mission. Repeated failure to return a properly executed waiver places you, your family, and the entire organization at risk, and may result in your being suspended from Volunteer Pilot status and/or denied future missions. *All passengers, including Mission Assistants or other personal companions, must sign the waiver before flying on an Angel Flight mission.*

Please be sure to take a copy of the Mission Itinerary with you on the flight, or have it accessible on an electronic device. Many of the FBOs will require proof of your flight before providing discounts on fuel or landing fees for Angel Flight missions.

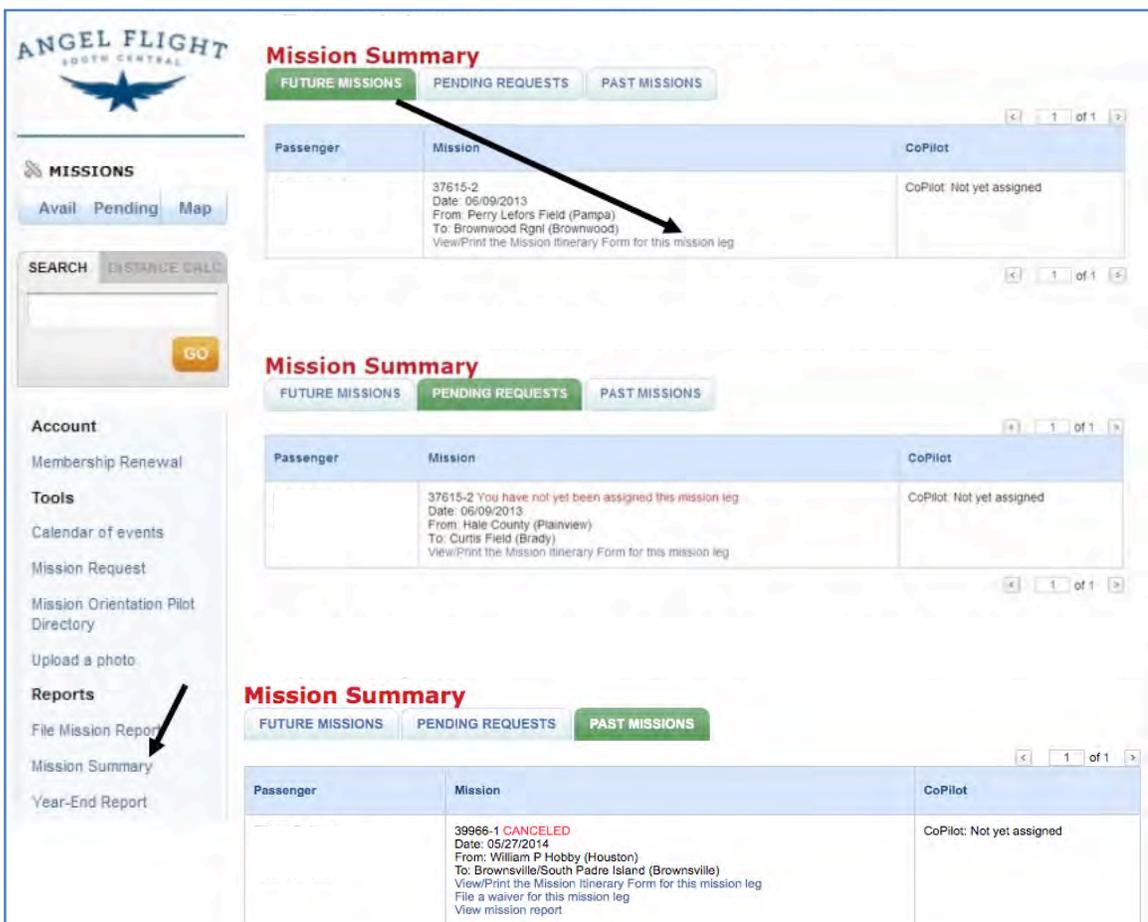
## MISSION SUMMARY

In addition to the email, you may also access the Mission Itinerary and Electronic Waiver from VPOIDS. In the Navigation Bar on the lower left side of the screen, you will see a link for “Mission Summary”. When you click on this link, three tabs will be visible across the top of the screen: **Future Missions, Pending Requests, and Past Missions.**

For whichever tab you select, you can select “View/Print the Mission Itinerary Form for this mission leg”. The hard copy of the waiver is hidden when you preview the Mission Itinerary, but it will appear when you click “Print” at the bottom of the screen.

You may also click on “File a waiver for this mission leg”, which will enable the passenger and Mission Assistant (if applicable) to sign the waiver electronically.

If you have filed a Mission Report, you may also access that in the Past Mission tab.



**ANGEL FLIGHT SOUTH CENTRAL**

**Mission Summary**

FUTURE MISSIONS PENDING REQUESTS PAST MISSIONS

Passenger	Mission	CoPilot
	37615-2 Date: 06/09/2013 From: Perry Lefors Field (Pampa) To: Brownwood Rgni (Brownwood) View/Print the Mission Itinerary Form for this mission leg	CoPilot: Not yet assigned

SEARCH DISTANCE CALC GO

**Account**

- Membership Renewal

**Tools**

- Calendar of events
- Mission Request
- Mission Orientation Pilot Directory
- Upload a photo

**Reports**

- File Mission Report
- Mission Summary
- Year-End Report

**Mission Summary**

FUTURE MISSIONS PENDING REQUESTS PAST MISSIONS

Passenger	Mission	CoPilot
	37615-2 You have not yet been assigned this mission leg Date: 06/09/2013 From: Hale County (Plainview) To: Curtis Field (Brady) View/Print the Mission Itinerary Form for this mission leg	CoPilot: Not yet assigned

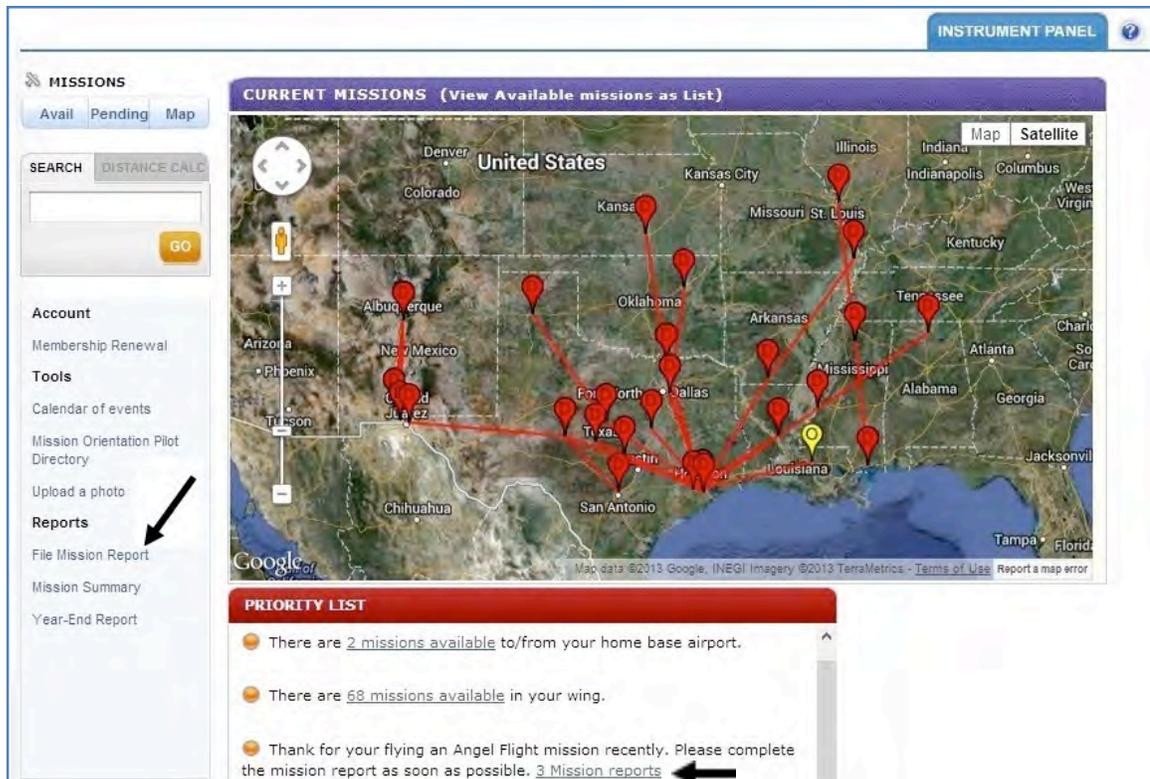
**Mission Summary**

FUTURE MISSIONS PENDING REQUESTS PAST MISSIONS

Passenger	Mission	CoPilot
	39966-1 CANCELED Date: 05/27/2014 From: William P Hobby (Houston) To: Brownsville/South Padre Island (Brownsville) View/Print the Mission Itinerary Form for this mission leg File a waiver for this mission leg View mission report	CoPilot: Not yet assigned

## FILING A MISSION REPORT

You can file your Mission Report by clicking on “File Mission Reports” from the Navigation Bar on the lower left side of the screen. Or, you can click the link from your Priority List at the bottom of the screen.



From the Mission Reports Outstanding screen, select the Mission(s) that need to have a report filed.

- If you have multiple missions that were flown **on the same day**, you may select the multiple mission legs for that day and file **one** report. For example:
  - If you carried several passengers on the same day, you can group those mission legs into one report.
  - If you flew passenger(s) round-trip (same or different passengers).
  - If you flew 2 or 3 legs of a multi-leg mission.
- Please do **not** group mission legs if you flew the same passenger on **different** days.

After selecting the missions that you need to report, click on “File Report for Selected Missions” at the bottom of the screen. The “File Mission Report” screen will appear.

Complete the form with the required information pertaining to your mission(s). Some fields will auto-populate with information pertaining to your trip (a sample is provided below).

## File Mission Report

### Pilot flown mission

If a mission was canceled, please do not file a mission report. Please contact the office immediately by phone if they are not already aware of the cancellation.

**Mission Date**

**Mission Assistant name**

**Is the Mission Assistant a member?**  Yes

**Pickup airport**   
If you picked up different passengers at multiple airports, enter each pickup airport separated by commas.

**Dropoff airport**   
If you dropped off different passengers at multiple airports, enter each dropoff airport separated by commas.

**Routing**   
If your flight involved stops other than the pickup/dropoff airports above, you may enter your full routing if you wish.

**Passenger Name(s)**   
Enter the names of each of the passengers on this flight separated by commas.

**Commercial Flight**   
Sometimes, pilots may purchase a commercial ticket for a passenger rather than fly the flight. If this is the situation for this mission, please enter the cost of the ticket in this field, leave the hobbs time blank, and leave the aircraft selection blank.

**Airline Reference #**

**Hobbs time**  Hours:  .   
**Note:** Include all hours of a round-trip even if the passenger was only on board for part of the flight.

**Mileage**   
Please make an estimate of the total, round-trip nautical miles flown for this flight.

**Expenses**

Select from the list below the airplane you used to fly this mission. If you used another airplane not listed, enter the make, model and Tail Number in the space below under "Other".

Select	Make / Model	Tail Number
<input type="radio"/>	Cirrus (SR22)	
<input type="radio"/>	Cirrus (SR22)	N751PS
<input type="radio"/>	Cirrus (SR22)	N752PS
<input checked="" type="radio"/>	Other	<input type="text" value="-- select --"/>

**Mission Comment**   
characters remaining

**Approved**



Click on “Year-End Report”, which is located in the Navigation Bar on the lower left side of the screen.

**Account**

[Membership Renewal](#)

**Tools**

[Mission Request Process](#)

[Mission Request](#)

[Mission Orientation Pilot Directory](#)

[Upload a photo](#)

**Reports**

[File Mission Report](#)

[Mission Summary](#)

[Year-End Report](#)

**Missions Flown**

Start Date  End Date  [Update](#)

Member Information:

ID: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

The following is a report of the hours you flew on Angel Flight South Central missions during the period shown above. The report is based on the information you provided in your mission reports. The summary lists hours in one line for each mission report you filed. In many cases, one mission report may contain multiple mission legs. The above-named member has received no goods or services from Angel Flight South Central in exchange for his/her contribution of these flights which were referred to him/her by Angel Flight South Central. We provide this report as a record of your charitable contribution to Angel Flight South Central, a non-profit 501(c)(3) organization. If you have any questions, please contact the office at (972) 755-0433 or [coordinator@angelflightsc.org](mailto:coordinator@angelflightsc.org).

Mission Date	# Legs	Hours
01/18/2012	1	5.5
02/05/2012	1	6.0
02/27/2012	1	0.0
02/29/2012	1	0.0
06/24/2012	1	6.0
08/11/2012	1	6.0
10/14/2012	1	0.0
<b>Total Hours for period:</b>	<b>7</b>	<b>23.5</b>
*Unreimbursed donation commercial airline ticket(s):		\$830.00

[Print this report](#) ←

Click “Print this Report” to view your entire year-to-date report.

A new window will appear with a PDF version of your Year-End Report.



5419 Saturn Drive | Dallas, TX 75237  
 (972) 755-0433 | (972) 858-5492 fax | [coordinator@angelflightsc.org](mailto:coordinator@angelflightsc.org)

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February 10, 2016

The following is a report of the hours you flew on Angel Flight South Central Missions during the period shown below. The report is based on the information you provided in your mission reports. The summary lists hours in one line for each mission report you filed. In many cases, one mission report may contain multiple mission legs. The above-named member has received no goods or services from Angel Flight South Central in exchange for his/her contribution of these flights which were referred to him/her by Angel Flight South Central. We provide this report as a record of your charitable contribution to Angel Flight South Central, a non-profit 501(c)(3) organization. If you have any questions, please contact the office at (972) 755-0433 or [info@angelflightsc.org](mailto:info@angelflightsc.org).

For the period from 01/31/2015 to 12/31/2015

Mission Date	# Legs	Hours	Ticket Purchased
11-21-2015	1	5.6	\$0
12-23-2015	1	0.7	\$0
<b>Total</b>	<b>2</b>	<b>6.3</b>	<b>\$0</b>

## PREPARING THE PASSENGER FOR THE MISSION

If you are the first-leg pilot on the trip, you are responsible for contacting the passenger and reviewing the details of the mission. Second- and third-leg pilots will coordinate the details of the mission (airports and times) with the other pilot(s) flying the mission.

**Introduction** – Please contact the passenger directly as soon as you receive your mission sheet. Angel Flight does not provide the passenger with your contact information until the day before the trip, and only if the passenger has not heard from you.

**Contact Information** – Exchange cell/mobile numbers with the passenger.

**Pick-up Time and Location** – Inform the passenger of an appropriate rendezvous point and meeting time. Be very specific, e.g. the exact airport (especially in areas where there are multiple airports); which building/FBO; inside or outside, etc. Remember that many passengers may not be familiar with General Aviation airports/FBOs, so please make sure they are clear as to where on the airport you will meet. Provide the passenger with the phone number of the FBO, if applicable, so the passenger can call for directions. Please take into consideration any time zone changes when establishing a pick-up time.

**Tail Number** – provide the passenger with a description of your plane and the tail number.

**Arrival Time and Location** – provide the passenger with the estimated time of arrival and specific airport/FBO so he/she can notify the person providing ground transportation.

**Passenger Flight Experience** – Some Angel Flight passengers have never flown in a General Aviation aircraft, or even a commercial plane. Please review some basic concepts of being a passenger, which can be found in this video: [What You Should Know Before You Fly By Private Plane](#).

**Special Needs** – If the Mission Coordinators are aware of special needs for the passengers, they will include this on the Mission Itinerary and alert the pilot as soon as possible. We inform passengers that they may travel with collapsible wheelchairs and small oxygen canisters, but this is at the discretion of the pilot and whether his/her plane will accommodate these items.

**Companions and Luggage** – **IMPORTANT:** On occasion, passengers may ask if a friend or relative (not included on the mission sheet) can accompany them. They may also bring more luggage than the allowable 50 lbs, or even request to bring a pet. Please contact Angel Flight *before* agreeing to the change. Even if your plane is able to accommodate the additional companions or luggage, a linking pilot or the return pilot's plane may not have the capacity for the extra weight.

**Destination Time and Place** – Please provide the passenger with the information on where they will be dropped off, including the name of the airport and FBO, the expected arrival time, etc. We also recommend providing the passenger with the phone number of the FBO so the person picking them up can contact the FBO for directions.

**Waiver** – all passengers must sign a waiver before the flight. Please ensure they understand and agree to this requirement.

**Restrooms** – please advise the passengers of the expected flight time and the lack of restrooms during the flight. You may want to encourage them to limit their consumption of liquids prior to and during the flight.

**Back-up Plans – IMPORTANT:** Passengers are informed by Angel Flight that the mission may be cancelled due to weather, mechanical problems, etc. and are required to have alternate travel plans in place. Please remind them of the need for a back-up plan and that, if they need to cancel or change their plans, they must call you and the Angel Flight office.

**ID Cards** – if you are bringing the passenger to a scheduled appointment, you might want to remind the passenger to bring an ID Card in case something happens on the return and they need to take a commercial flight.

**Linking Missions/Pilots** – If you are the first-leg pilot, you are responsible for contacting the second-leg pilot and providing him/her with information regarding the passenger, destination airport and FBO, and estimated arrival time. You should also exchange phone numbers and tail numbers.

If you are the second-leg pilot, you are responsible for calling the third-leg pilot to review the same information. Direct contact with the passenger by the second and third leg pilots is optional.

**Final Coordination** – we recommend calling the passenger either the night before the flight, or the morning of the flight to confirm any last-minute details, especially if you have concerns about the weather. Please keep the passenger informed and ensure you have all of their contact information (especially cell phone numbers).

**Smoking** – AFSC maintains a strict No Smoking policy for both the pilot and the passengers on Angel Flight missions.

## NGF CALL SIGN PROCESS

### BACKGROUND AND TRANSITION

1. The three-letter Organizational designators (three-letter Identifiers) and telephony designators were assigned by the FAA with approval by ICAO for ATC operations and use in the AFTN system. (*FAA AC#120-26K*)
2. Effective June 30, 2000, the telephony “**ANGEL FLIGHT**” and the three-letter identifier “**NGF**” were approved for use by **ANGEL FLIGHT AMERICA** [now **AIR CHARITY NETWORK**], in air/ground communications, and when filing flight plans with ATC. Larry Camerlin of Angel Flight Northeast requested and secured the designators on behalf of Angel Flight America. (*FAA letter to ACN 6.30.2000*)
3. FAA Advisory Circular [AC] 120-26K reviews the flight data procedures, criteria and conditions of usage for assigned designators. A new circular was implemented in early 2015 based on FAA order 7340.2 (revised publication date 11.13.2014.) (*FAA*)
4. In September 2014, the FAA identified issues affecting the current usage of the NGF designator and ANGEL FLIGHT telephony, which has an impact on the security of air traffic operations throughout the United States; but particularly in crowded or secure airspace where identification of every aircraft is critical. For example, (*SA & Transition Timeline*):
  - a. Unable to establish communications with an unidentified aircraft/pilot

- b. Use of designators by a third-party foreign registered aircraft
- c. Use of designators outside of airspace controlled by the United States, except for certain NGF flights that operate in Canada and the Bahamas
- d. Aircraft/pilot identification when the first digit past the three-letter identifier is a letter and not a number or an incomplete flight plan is filed without N-number in the REMARKS section of the flight plan
- e. Use of designators by pilots not flying on behalf of a third-party organization or for flights that do not directly support the organization's charitable purpose

The FAA and the member organizations of ACN developed an amicable solution to address these issues and a security agreement was executed between each organization and the FAA. The continued use of the three-letter ICAO designator NGF and the telephony ANGEL FLIGHT, by Air Charity Network for third party use is contingent on the terms of the security agreement. (SA)

**The resulting change affects multiple companies and organizations that have designators assigned by the FAA. These changes are NOT specific to the NGF designator or only to flights flown on behalf of the ACN member organization.**

Each ACN organization will determine the requirement for their pilots when using the NGF designator and ANGEL FLIGHT telephony. The density of flights in their geographic area and other factors will impact this decision. The consistent and continuous use of the NGF call sign, by the member organizations of Air Charity Network, provides recognition and demonstrates the impact of public benefit flying within the aviation community.

## ANGEL FLIGHT SOUTH CENTRAL OPERATIONS

1. A 24/7 point of contact (POC) that can provide information to the FAA Domestic Events Network (DEN) ATC Security Coordinator (ATSC) that may be needed regarding any flight using the NGF three-letter ICAO designator and ANGEL FLIGHT telephony, including the name of the pilot in command, must be maintained. (SA)
  - a. The ATSC may need this information for lost communications, other security reasons, or search and rescue. (AC)
  - b. Any changes to the 24/7 POC contact information must be updated to the ATSC. This includes the ACN website contact information for each organization. (AC)
  - c. The 24/7 POC for Angel Flight South Central is: 888-500-0433. During office hours, this line will be answered by Mission Coordination personnel and during non-office hours it will be routed to an on-call person.
2. A unique NGF number will be issued to each active volunteer pilot and must only be used for flights flown on behalf of the organization. (*Transition Timeline*)
  - a. The first number past NGF identifies the organization (0-9). Number 5 after NFG represents Angel Flight South Central.
  - b. The next 1 to 3 numbers is the ID number connected to a specific pilot. (0-999)

- c. **A list of pilot numbers and pilot names will NOT be given to the FAA. The FAA will ONLY Have access to a pilot's name and information through the POC regarding a specific security issue identified by ATC.**
3. Each ACN organization must maintain records for the past 12 months that can provide FAA Air Traffic System Operations Security with the NGF flight numbers assigned to NGF pilots, contact information for NGF pilots, and available flight information associated with NGF flight numbers when requested by FAA Air Traffic System Operations Security. (SA)

## USING THE NGF CALL SIGN AND ANGEL FLIGHT TELEPHONY

### Why Use a Special Call Sign for Angel Flight Missions?

As a member organization of Air Charity Network (formerly Angel Flight America), Angel Flight South Central encourages volunteer pilots to use the NGF call sign and ANGEL FLIGHT telephony when flying a mission on behalf of Angel Flight South Central. The use of the call sign is not required by Angel Flight South Central but is highly encouraged as it has benefits for passengers, pilots and for public benefit flying.

FAA Advisory Circular [AC] #120-26K based on FAA order 7340.2 (rev. 11.13.2014) outlines the usage of ICAO designators issued by the FAA for ATC operations and use in the AFTN system. Benefits of using the designators include:

- To provide a measure of safety and security for passengers (AC)
- To give pilots access to special handling by ATC (AC)
- To encourage pilots accountability to ATC for ground and inflight operations (AC)
- For authorization of flight operations by pilots during emergencies or disasters (AC)
- To increase the value and awareness of public benefit flying within the aviation community

### When and How Do I Use My NGF Number?

1. As an active command pilot for Angel Flight South Central you will be issued a unique NGF number that you **MUST** use in conjunction with telephony ANGEL FLIGHT and when filing a flight plan with your NGF number. Pilots who fly for multiple organizations or companies should be clear on usage requirements from each organization.
2. Do not use your NGF number outside of U.S. controlled airspace except with certain NGF flights that operate in Canada and the Bahamas. Do not use your NGF number with a foreign registered aircraft. Do **NOT** use your unique NGF number when you are no longer an active AFSC volunteer pilot.
3. **ONLY** use your NGF number for flights that directly support the charitable mission of Angel Flight South Central ["Serving people in need by arranging charitable flights for access to health care and for other humanitarian purposes."]. All missions flown on behalf of Angel Flight South Central will have an assigned Mission Number and Itinerary. The PIC for the mission must be the pilot of record with Angel Flight South Central. As PIC your name will be on the itinerary and you will file the post mission report. Only the PIC on an AFSC flight has authorization to use their unique NGF number. Any other pilot onboard is **NOT** the pilot of record with AFSC.

4. **Flight Plan Requirements** (see example)

- a. When filing a Flight Plan, put your unique NGF number in **Box 2. AIRCRAFT IDENTIFICATION.**
- b. In **Box 11. REMARKS** insert **ANGEL FLIGHT** and the **FAA N-number** of the aircraft.

**Terms:**

AC	Advisory Circular
ACN	Air Charity Network (formerly Angel Flight America)
AFTN	Aeronautical Fixed Telecommunications Network
ATC	Air Traffic Control
ATSC	Air Traffic Security Coordinator
DEN	Defensive Events Network
ICAO	International Civil Aviation Organization
FAA HQ	Federal Aviation Administration Headquarters
POC	Point of Contact

*Effective date of FAA order 7340.2 – 1.1.2015*

**Using the NGF call sign and ANGEL FLIGHT Telephony  
[SAMPLE FAA FLIGHT PLAN] – Effective 1.1.2015**

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION		(FAA USE ONLY) <input type="checkbox"/> PILOT BRIEFING <input type="checkbox"/> VNR <input type="checkbox"/> STOPOVER		TIME STARTED	SPECIALIST INITIALS	
<b>FLIGHT PLAN</b>						
1. TYPE	2. AIRCRAFT IDENTIFICATION	3. AIRCRAFT TYPE/SPECIAL EQUIPMENT	4. TRUE AIRSPEED	5. DEPARTURE POINT	6. DEPARTURE TIME	7. CRUISING ALTITUDE
VFR	NGF5133		KTS		PROPOSED (Z)	ACTUAL (Z)
IFR						
DVFR						
8. ROUTE OF FLIGHT						
9. DESTINATION (Name of airport and city)		10. EST. TIME ENROUTE HOURS MINUTES		11. REMARKS		
				ANGEL FLIGHT N5123L		
12. FUEL ON BOARD HOURS MINUTES		13. ALTERNATE AIRPORT(S)		14. PILOT'S NAME, ADDRESS & TELEPHONE NUMBER & AIRCRAFT HOME BASE		15. NUMBER ABOARD
		17. DESTINATION CONTACT/TELEPHONE (OPTIONAL)				
16. COLOR OF AIRCRAFT		CIVIL AIRCRAFT PILOTS. FAR Part 91 requires you to file an IFR flight plan to operate under instrument flight rules in controlled airspace. Failure to file could result in a civil penalty not to exceed \$1,000 for each violation (Section 901 of the Federal Aviation Act of 1958, as amended). Filing of a VFR flight plan is recommended as good operating practice. See also Part 99 for requirements concerning DVFR flight plans.				

FAA Form 7233-1 (8-82)

CLOSE VFR FLIGHT PLAN WITH \_\_\_\_\_  
FSS ON ARRIVAL

**IN BOX 2**  
The number 5 following NGF represents Angel Flight South Central. Your unique 3 digit NGF number follows.  
This 3 digit number identifies you as a volunteer pilot flying on behalf of Angel Flight Central. (Just as a commercial flight number identifies a commercial flight and its pilots.)

Enter ANGEL FLIGHT and the aircraft registration number in BOX 11 "REMARKS" Section.  
Flight Plans are closed out by tail number NOT call sign.

Telephony Radio call EXAMPLE:  
"ANGEL FLIGHT Five One Three Three"

The NGF call sign and ANGEL FLIGHT telephony was assigned by the FAA for use ONLY by the member organizations of Air Charity Network [ACN] during an ANGEL FLIGHT mission. Many thanks to Angel Flight Northeast for originally securing the unique call sign on behalf of the ACN member organizations in 2000.

Reference: FAA Advisory Circular 120-26K and FAA order 7340.2 (to be published: 11.13.2014). The Advisor Circular is expected to be updated in early 2015.

## FLYING THE MISSION

As a volunteer pilot and representative of Angel Flight South Central, we ask that you maintain a professional appearance and communicate in a manner that encourages trust and demonstrates respect for our passengers and the community we serve when flying an Angel Flight mission.

**Waivers** – Please have all adult passengers or guardians (for minors) sign the waiver prior to departing. The waiver can be signed electronically (preferred) or a hard copy. The hard copy must be sent by fax, email, or mailed to the Angel Flight office prior to departure (the FBO can assist with this). If you are based at a private hangar and an FBO or mailbox is unavailable, then please leave the waiver in your car.

**Introduce General Aviation to First-Time Passengers** – The time spent providing a general explanation about flying to a passenger while doing an abbreviated walk around will often assuage a passenger's concerns and fears. Allow the passenger to become familiar with the aircraft, pointing out exits, ventilation, seat belts, seat adjustments, and headsets (if provided).

**Passenger Comfort** – Medical passengers may feel nauseous when boarding a flight, especially if they have received new medications or chemotherapy treatments during their visit. Some suggestions for ensuring the passenger's comfort are to keep air vents open (if temperature permits), avoid turbulence or abrupt maneuvers if possible, and keep a supply of airsick bags or paper towels handy.

**Unexpected Companions or Luggage** – On occasion, passengers may show up with unexpected friends or relatives (not included on the mission sheet). Passengers may also bring more luggage than the allowable 50 lbs., or even bring a pet. Please contact Angel Flight *before* agreeing to the change. Even if your plane is able to accommodate the additional companions or luggage, a linking pilot or the return pilot's plane may not have the capacity for the extra weight.

**Passenger Does Not Meet AFSC Requirements** – After thorough screening by you and our Mission Coordinators, you may encounter passengers who do not meet AFSC's requirements, such as not being able to walk, weighing more than stated, or needing additional medical care during the flight. Please contact the office *immediately* to discuss available options, which may include cancelling the flight. Even if you are able to accommodate the passenger, a linking pilot or the return pilot may not be capable of transporting the passenger.

**Child Seats** – Parents or guardians are responsible for supplying an approved CRS safety seat or infant carrier for children during the flight. For more information, please refer to [www.faa.gov/passengers/fly\\_children/crs/](http://www.faa.gov/passengers/fly_children/crs/). *Not all car seats are approved for airplanes, and it is the parent's responsibility to verify the seat is approved for traveling in an airplane.*

**Monitor Your Passenger's Condition** – Being constantly aware of your passenger's condition can mean a great difference in the success of a flight. If your passenger is uncomfortable for whatever reason, it is the pilot's responsibility to initiate action. Often that will mean nothing more than providing fresh air or changing to an altitude that is smoother. However, if the passenger is physically uncomfortable, it might mean diverting to another airport or returning to the departure airport. In extreme cases where the passenger is experiencing a medical emergency or is unresponsive during the flight,

use the “Lifeguard” call sign to receive expeditious handling by ATC and land as quickly as possible.

**Flight Instruction** – It is not appropriate to conduct any flight training while the passenger is onboard the aircraft. This can give the passenger the impression that the pilot is unaware of how to fly the aircraft. You may take a flight instructor along as a Mission Assistant, but he/she can only instruct on the dead-head leg. Additionally, please use care when communicating with another pilot in the right seat. Chatter about the “right” way to do something, casual comments about safety and other inappropriate comments can make a passenger uncomfortable or frightened.

**Fuel Discounts and Waived Fees** – Many FBOs throughout Angel Flight’s region generously offer fuel discounts, courtesy vehicles, waived landing fees, etc. at their discretion for pilots flying Angel Flight missions. Please contact the FBO prior to your flight to see what discounts they may offer, and thank them for their hospitality. A list of FBOs that currently offer discounts can be found on our website at [www.angelflightsc.org/pilots/fixed-base-operators-fuel](http://www.angelflightsc.org/pilots/fixed-base-operators-fuel).

**Last-minute Changes – IMPORTANT:** As Pilot-in-Command, you are in charge of the mission and responsible for determining appropriate changes to the flight, including cancelling a mission if necessary. If a change jeopardizes the safety of the flight, err on the side of caution and cancel the mission. Please notify AFSC, the passenger, linking pilots, and ground providers of any changes or cancellations immediately. If you are calling after normal business hours, the phone will be re-directed to our after-hours contact.

**Passenger Gifts or Compensation** – If a passenger offers you compensation for the flight, kindly refuse to accept their monetary or in-kind gifts (these include gift cards, tickets to concerts or sporting events, other items of monetary value, etc.). Any reimbursement or compensation for the mission will endanger Angel Flight South Central’s status with the IRS and FAA, and your pilot’s license. If passengers wish to contribute to Angel Flight South Central directly, they may make a donation online or mail a check to our office. All contributions are tax deductible.

## CANCELLING A MISSION

A mission may be cancelled several ways: by the passenger, by the requestor, and by the pilot.

1. If the passenger or requestor calls Angel Flight to cancel a mission, the Mission Coordinators will contact you immediately by phone to inform you of the cancelled mission. An email will also be sent to you confirming the cancellation.
2. If the passenger or requestor calls you to cancel the mission, please contact Angel Flight South Central’s office and any linking pilots immediately. Please do not assume that our office has been made aware of the cancellation.
3. If you must cancel the mission because of weather, mechanical issues, or other reasons:
  - a. Call the passenger immediately (or ask AFSC to contact them)
  - b. Call Angel Flight South Central’s office (after-hours service available)
  - c. Call the linking pilots

- d. Ask the passenger to cancel ground transportation that may have been arranged.
4. You are strongly encouraged to cancel a mission whenever you feel a situation warrants a cancellation. Safety is our top priority. There is no passenger situation that should ever cause you to compromise safety. Call the Angel Flight South Central office before the scheduled departure time to inform them of the cancellation, if possible.
5. Alternatives to cancelling a mission:
  - a. Waiting until later in the day to travel
  - b. Rescheduling the mission for the next day
  - c. Finding another aircraft or pilot
  - d. Purchasing a bus or commercial airline ticket for the passenger
  - e. For CASA – these missions are more flexible, and you may be able to reschedule directly with the passenger for several days or a week later.

### GROUND TRANSPORTATION

Angel Flight South Central has a partnership with the Houston Ground Angels (HGA) to provide free ground transportation for passengers traveling to Houston for medical treatment. HGA's volunteers provide free transportation between the airport and a medical facility or lodging facility.

Transportation is *not* provided for passengers traveling to or from residences. Ground transportation is also limited to within the metropolitan area; their volunteer drivers will not travel to other cities or states.

Passengers will notify a Mission Coordinator of the need for Ground Transportation when a flight is requested. Pilots and/or passengers will need to maintain contact with the Houston Ground Angels regarding any changes in arrival time, airport destination, or cancellations.

If a mission is cancelled, the passenger will need to contact the Houston Ground Angel directly.

#### **Houston Ground Angel Information:**

Primary contact: Kathy Cardiff  
Email: [kcjoyworld085@gmail.com](mailto:kcjoyworld085@gmail.com)  
Phone: 713-412-5647 (personal cell)

Main Office:  
Phone: 281-900-7377  
Email: [HGA@houstongroundangels.org](mailto:HGA@houstongroundangels.org)

In other locations, the American Cancer Society may be contacted about the possibility of providing free ground transportation to cancer patients traveling for treatment.