

AFSC Volunteer Pilot Handbook

2022



ANGEL FLIGHT
SOUTH CENTRAL



Half the Cure Is Getting There!®

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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 with a network of over 1,100 volunteer pilots. The pilots donate their time, skills, and aircraft to provide free flights for patients in need of free air transportation to medical facilities across the country.

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.

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

Our mission coordination team connects passengers in need of transportation with pilots available for missions. 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 "legs" are arranged with additional pilots.

Angel Flight South Central also partners with 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 2207
Addison, TX 75001

Office Hours: Monday-Friday
8:00am - 4:00pm

Phone: 972-755-0433
Fax: 972-858-5492
Email: coordinator@angelflightsc.org

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



WELCOME

Congratulations on becoming a volunteer with Angel Flight South Central!

On behalf of our board and staff, we are excited to welcome you to our community of volunteer pilots. Our Mission Coordination team is here to make your first mission, and every mission thereafter, a rewarding experience.

AFSC WEBSITES

[Available Missions](#) – our mission coordination system, known as VPOIDS, where pilots can view and volunteer for upcoming missions, file mission reports, and print year-end summaries.

[Angel Flight South Central](#) – our main website contains general information about our organization. Some key features include:

- **News** – view our monthly Mission Central newsletter and articles published online.
- **Upcoming Events** – information on Angel Flight fly-ins and fundraisers.
- **Fixed-Base Operations & Fuel** – a list of 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.



SUPPORT FOR VOLUNTEER PILOTS

Our **Mission Coordination** team acts as the primary point of contact among pilots, passengers, requesters, and health care providers. The team approves passenger requests and finds volunteer pilots to fly available missions.

Wing Leaders are volunteer pilots who, in addition to flying missions, dedicate their time to furthering the mission of Angel Flight within their region. They assist Angel Flight's staff with being a resource for local pilots, coordinating social events and raising awareness within the community.

- Contact your regional Wing Leader or the Angel Flight team for any questions you may have about flying a mission.
- Wing Leaders may be willing to accompany you on your first Angel Flight mission, or connect you with an experienced Angel Flight pilot.

Many **FBO's** offer AFSC pilots discounts, which are posted on AFSC's website: [FBO Fuel and Fee Discounts](#).

- Call the FBO in advance to confirm available discounts for AFSC missions
- Some FBO's may require that you provide a copy of the mission itinerary or proof that you are flying an Angel Flight mission.
- If you are flying to an FBO that is not on the list, always ask for a discount. You may be surprised by what they offer.

OUR PASSENGERS

PEOPLE WE FLY

AFSC provides flights for people of all ages, from infants to 65+. The people we serve include:

- Medical patients who need ongoing treatment.
- Transplant patients for pre-and post-operation appointments (we do not fly them for transplant surgeries).
- Victims of domestic violence or human trafficking requesting relocation services.
- Family members traveling to visit loved ones in long-term care or hospice.

Adult passengers may bring one companion and children may be accompanied by two companions on an Angel Flight mission.

PARTNERSHIPS WITH OTHER ORGANIZATIONS

- Court Appointed Special Advocates (CASA) volunteers who need to connect with abused and neglected children placed in foster homes or group homes.
- Blood banks and medical facilities transporting organs.
- Disaster relief organizations.

How AFSC CONNECTS WITH 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. We may also find people in need through religious communities, rotary clubs, or schools.

QUALIFYING A PASSENGER

Our Mission Coordination team ensures that each passenger and/or companion meets specific requirements before posting a mission. The following is an outline of passenger qualifications:

- All passengers must be able to walk and step up onto the wing of the airplane with limited assistance. They 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 in a small plane.
- Passengers cannot require medical attention during the flight or travel with any medical equipment. A small 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

Passengers or requesters may complete an online form through our main website. Once the request is approved, the mission is entered into VPOIDS and pilots are able to volunteer for the flight.



FINDING AVAILABLE MISSIONS

Whether pilots are interested in receiving notifications or finding missions on their own, AFSC makes it easy to volunteer for a flight.

SUBSCRIPTION OPTIONS

Email notifications – provides a list of missions that are available to/from your home airport. There are three types of missions included in the report:

- Missions that are going to/from your home
- Missions within your primary Wing
- Missions within your secondary Wing (optional)

SMS Text Messages – AFSC will initiate a text message for missions that are available near your home airport. These are typically for missions that are occurring in the next few days and AFSC has not been able to locate a volunteer pilot.

AVAILABLE MISSIONS WEBSITE (VPOIDS)

Pilots may view upcoming missions using various search criteria on the Available Missions (VPOIDS) website. If pilots are combining missions, they will receive credit for each mission leg that is executed, even if passengers fly together.

- Search for available missions to/from nearby airports.
- Combine missions where different passengers may be headed in the same direction.
- Search for missions that could be combined to create a round-trip flight.
- Consider flying multiple legs for the same mission.

More details on how to access and navigate the system can be found on Page 21.



MULTI-LEG MISSIONS

MISSION “LEGS” DEFINED

Missions over three hundred miles are divided up into separate legs, depending on the overall distance of the flight. This provides 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)

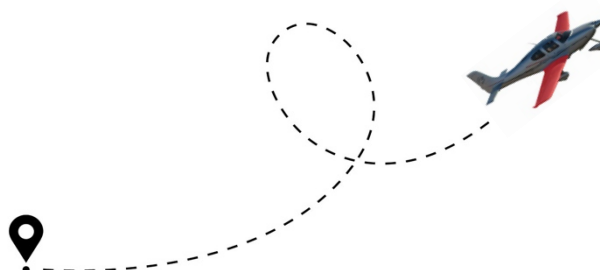
A pilot may choose to fly one, two, or all three legs of the mission. Note that only the leg associated with the pilot's home airport or Wing will be visible on the email notifications and text messages. View the entire mission through the VPOIDS website.

MULTI-LEG PILOTS

The first-leg pilot is responsible for contacting the second-leg pilot and providing him/her with information regarding the passenger, destination airport and FBO, and estimated arrival time. The second-leg pilot is responsible for calling the third-leg pilot to review the same information.

AFSC recommends contacting the connecting pilots as early as possible to review the following:

- Arrival and departure times that best accommodate pilot and passenger schedules.
- Communication methods and flight tracking in real time for all pilots on the day of the mission.
- Optimal hand-off airports.
 - There might be a better airport for approaches or that offers fuel and fee discounts for AFSC missions.
 - Pilots may be traveling from airports that differ from what is listed on the mission itinerary.
 - Weather or other factors may require pilots to extend or shorten their leg.



COMMUNICATING WITH THE PASSENGER

The first-leg pilot is responsible for contacting the passenger and reviewing the details of the mission. Direct contact with the passenger by the second and third leg pilots is optional.

COMMUNICATE EARLY

AFSC encourages pilots to contact the passenger shortly after receiving the mission sheet. Angel Flight does not provide the passenger with the pilot's contact information until the day before the trip, and only if the pilot has not reached out to the passenger. Early communication:

- Increases scheduling flexibility if weather or other factors become an issue.
- Enables pilots to facilitate alternate missions if the passenger needs to cancel the flight.

COMMUNICATION METHODS

Text Messaging – consider initiating contact with the passenger using text messages.

- Passengers may ignore calls from unknown numbers, thinking they are spam.
- Their schedule or condition may preclude their ability to talk.

Calls and Emails – if texting is unsuccessful, try calling or emailing the passenger to ensure the mission gets coordinated. First-time passengers may benefit from a call to calm any concerns they may have about flying a small plane.



QUESTIONS TO ASK THE PASSENGER

- Confirm if the passenger has flown with AFSC before and/or in a small aircraft.
 - Ask if turbulence will bother them.
- Confirm the passenger's backup plan if the mission were to cancel.
 - Options may include rescheduling the appointment, driving, or taking the bus.
 - All passengers are required to have a backup plan.
- Ask the passenger about the possibility of changes to their schedule, plans, treatment, etc. Cancellations or changes may be driven by the doctor or the health of the passenger. This will give the pilot ample time to make adjustments.

PASSENGER'S LOCATION AND AIRPORTS

The passenger's location may change after the mission itinerary is created. It's always best for the pilot to verify the pickup and drop-off locations with the passenger.

- Airports and FBOs are always the pilot's choice, regardless of what is listed on the mission itinerary.
 - When changing an airport, consider the proximity to the passenger's location and/or the pilot's home airport.
- Confirm that the passenger knows how to get to the FBO, especially if the airport has a commercial terminal.
 - Be very specific about the location of the airport, FBO building, and where you'll meet the passenger.
 - Many passengers are not familiar with GA airports or FBOs.
 - Consider providing the passenger with the FBO phone number.
- Adjust for any time zone changes when establishing a pick-up time.

INFORMATION TO PROVIDE THE PASSENGER

- Consider sending the passenger a picture of yourself with your plane so the passenger knows what you and your plane look like. Include your tail number.
- Provide the estimated flight time along with the name and address of the destination airport and FBO.
- Remind passengers that restrooms are not available on your aircraft.
- For Angel Flight passengers who have never flown in a General Aviation aircraft, consider sharing a link to this video: [What You Should Know Before You Fly By Private Plane](#).
- Keep the passenger informed of any weather concerns or last-minute changes in case they need to implement their backup plan.
- AFSC maintains a strict No Smoking policy for both the pilot and the passengers on Angel Flight missions.

PASSENGER DEVIATIONS

IMPORTANT: Pilots should notify AFSC immediately about any patient-related issues so they can be addressed with the passenger. Even if your plane is able to accommodate the change, a linking pilot or the return pilot may not have the same capabilities.

These may include:

- Additional companions not noted on the mission sheet.
- Excessive luggage.
- Bringing a pet or support animal.
- Significant changes in weight for the passenger and/or companion.
- Passengers that are not ambulatory.

SPECIAL EQUIPMENT AND CHILD SEATS

Angel Flight will include any special needs on the Mission Itinerary. Passengers are approved to travel with collapsible wheelchairs and small oxygen canisters if the pilot's plane will accommodate these items.

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 https://www.faa.gov/travelers/fly_children/. *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.*

MISSION EXECUTION AND SAFETY

AFSC refers to pilots as Volunteer Command Pilots because they have the opportunity to fully coordinate their own missions.

EXECUTING A MISSION

Executing the mission matters and so does the safety of our pilots and passengers. If a pilot volunteers for a mission and needs to cancel for any reason, then the passenger will be asked to use their back-up plan.

- As pilot-in-command (PIC) of a mission, pilots are responsible for making the go/no-go call to fly the mission.
- Fulfilling the mission to the patient is important, but safety is always AFSC's top priority. This is a volunteer opportunity and there aren't repercussions for cancelling a mission for ANY reason.
- Flexibility and clear communication can increase the chances of a mission being flown.

PASSENGER WAIVERS

The Mission Coordination Team will collect a one-time waiver from all passengers and their companions. The one-time waiver is collected as part of the clearance process for all missions and will apply towards all future missions for each passenger and their companions. These waivers will be accessible on "My Flights" in VPOIDS.



Exception: Liability Waivers for Companions

If the companion traveling on the day of the flight isn't listed on the itinerary, then it's possible that the AFSC Office hasn't collected a one-time waiver for that companion. This new companion is required to sign the mission liability waiver through the **"Add additional signature"** function in VPOIDS prior to departure.

Liability Waivers for Mission Assistants

The only way to completely eliminate the need to collect a plane-side mission liability waiver is for Mission Assistants (spouses, family, friends) to sign up as AFSC Volunteers in advance of the mission date. We encourage you to bring your family members and friends as Mission Assistants, but we ask that they take a few minutes to sign up on our website prior to the trip.

If your Mission Assistant changes on the day of the mission, the mission liability waiver must be signed plane-side by the Mission Assistant.

All passengers, including Mission Assistants or other personal companions, must sign the waiver before flying on an Angel Flight mission.

PASSENGER COMFORT AND FIRST-TIME FLIERS

Medical passengers may feel nauseous if they received new medications or chemotherapy treatments during their visit. Some suggestions for ensuring the passenger's comfort are:

- Keep air vents open (if temperature permits).
- Avoid turbulence or abrupt maneuvers if possible.
- Keep a supply of airsick bags or paper towels handy.

For passengers traveling for the first time in a General Aviation aircraft,

- Consider doing an abbreviated walk around prior to take-off.
- Allow the passenger to become familiar with the aircraft, pointing out exits, ventilation, seat belts, seat adjustments, and headsets (if provided).
- Engage with the passenger during the flight.

EMERGENCIES IN-FLIGHT

The pilot should check on the passenger regularly during the flight. If the passenger is:

- Mildly uncomfortable, consider providing fresh air or changing to an altitude that is smoother.
- Physically uncomfortable, divert to another airport or return to the departure airport.
- 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 DURING A MISSION

AFSC does not allow pilots to conduct flight training or undergo training while a passenger is aboard the aircraft. Volunteer pilots may take a flight instructor along as a Mission Assistant, but he/she can only instruct on the dead-head leg.

Please use care when communicating with another pilot in the right seat. Chatter about the "right" way to do something or comments about safety can make a passenger uncomfortable or nervous.

GIFTS FROM PASSENGERS

Kindly refuse to accept monetary or in-kind gifts from passengers (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.

MISSION CHANGES AND CANCELLATIONS

FLEXIBILITY MAKES A DIFFERENCE

The more flexibility a pilot has to fly a mission, the greater the chances are that the mission will be flown, even if weather becomes an issue. Some options available for volunteer pilots include:

- Adjusting the flight time by 3-6 hours to avoid cancellations for weather.
- Offering to fly the passenger a day earlier or later to ensure they are able to keep their scheduled appointments.
- Flying a mission at night, if the pilot is comfortable doing so.
- Changing the hand-off airport on a multi-leg mission.

PASSENGER OR REQUESTOR CANCELLATIONS

AFSC will notify the pilots immediately if a mission is cancelled by the passenger or requester. The pilot will be notified by phone and email about the cancellation.

If the passenger or requester calls the pilot to cancel the mission, please notify AFSC's office immediately. There is a possibility that our office has not been made aware of the cancellation.

PILOT CANCELLATIONS

Providing advanced notice to AFSC about the possibility of a mission cancelling increases the chances of finding another pilot to fly the mission.

- Call or email AFSC as soon as possible if a mission might be cancelled.
 - For cancellations on weekends or after hours, pilots should notify the passenger and connecting pilots first.
 - Follow up with an email to coordinator@angelflightsc.org or call the after-hours number at (972) 755-0433.
- Pilots may choose to purchase a commercial ticket for the passenger to avoid cancelling a mission. This is optional and not an expectation of AFSC.

GROUND TRANSPORTATION

Ground transportation is often an issue of concern for the passenger. There are additional costs incurred with getting to/from the medical facility. In many locations, there is a lack of public transportation options. And, there are traffic/safety concerns about traveling to large cities.

GROUND TRANSPORTATION PLAN

Ground transportation is *not* the pilot's responsibility. If passengers need additional assistance with ground transportation resources, contact AFSC.

For passengers traveling to Houston, TX for medical treatment, AFSC has a partnership with the Houston Ground Angels (HGA) to provide free ground transportation. In other locations, the American Cancer Society may be contacted about the possibility of providing free ground transportation to cancer patients traveling for treatment.

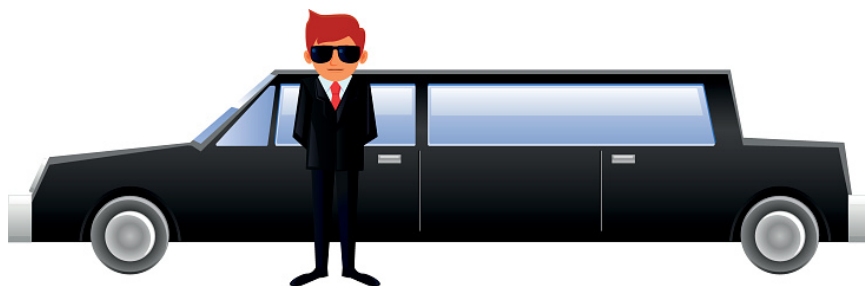
The pilot should confirm how the passenger is traveling from the airport.

- Many passengers do not realize it is their responsibility to coordinate their own ground transportation, or they have forgotten to do so.
- First-time passengers may look to the pilot for advice on available options.

COMMUNICATING WITH GROUND TRANSPORTATION

Determine how you or the passenger will communicate with ground transportation in real time on the day of the mission. These may include:

- Flight tracking.
- Text messaging.
- Calling prior to the departure with an ETA.



ANGEL FLIGHT CALL SIGN

Beginning in 2022, Angel Flight South Central will no longer support the use of the “NGF” call sign on Angel Flight missions.

Please contact our office if you have any questions.

ANGEL FLIGHT'S ONLINE MISSION REQUEST SYSTEM: VPOIDS

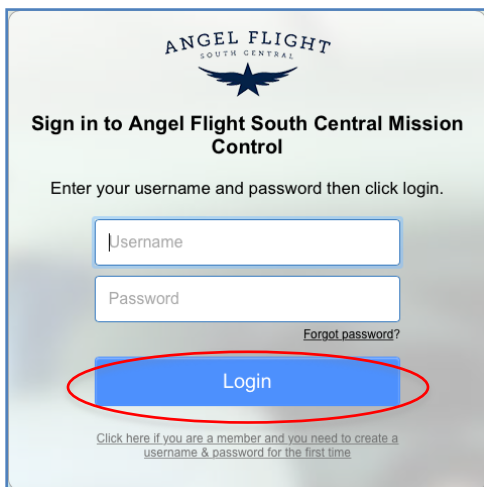
The website address for accessing available missions for Angel Flight is: www.availablemissions.org.

CREATING YOUR LOGIN:

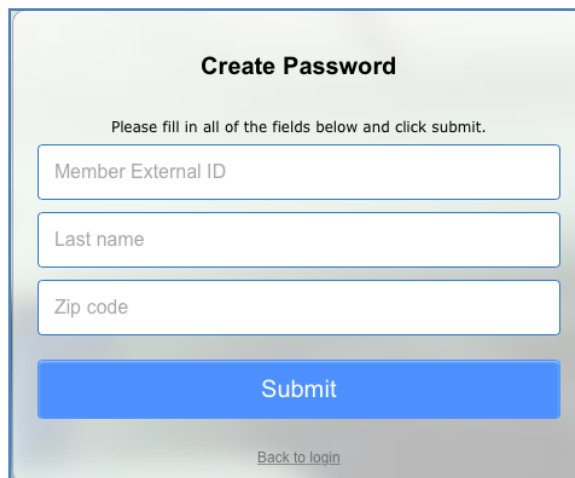
A Member ID number will be assigned to you prior to orientation, and you will need this to create your username and password for the first time.

1. Select "Click here if you are a member and you need to create a username & password for the first time", located under the Login button (a).
2. Enter your member ID, last name, and zip code, then click "Submit" (b).

a.



b.



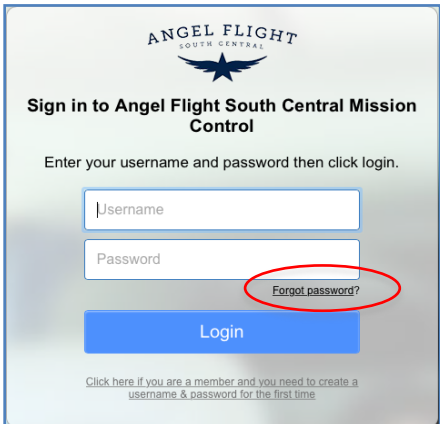
Once a username and password have been created, return to the main page to login into the system.

Reset Your Password:

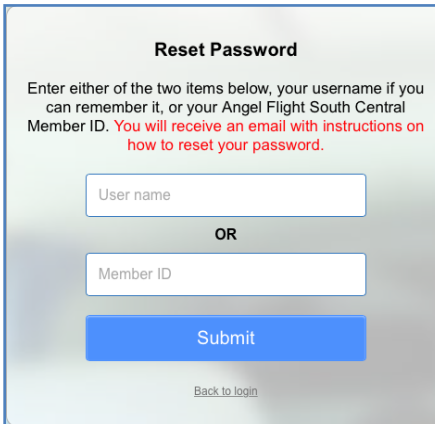
1. Click "Forgot password?" on the main page.
2. A box will appear; enter either your username or Member ID.
3. An email will be sent to you with instructions for resetting your password.

Note: AFSC staff cannot view or reset your password. We can verify your email address or provide you with your username or Member ID if needed.

a.



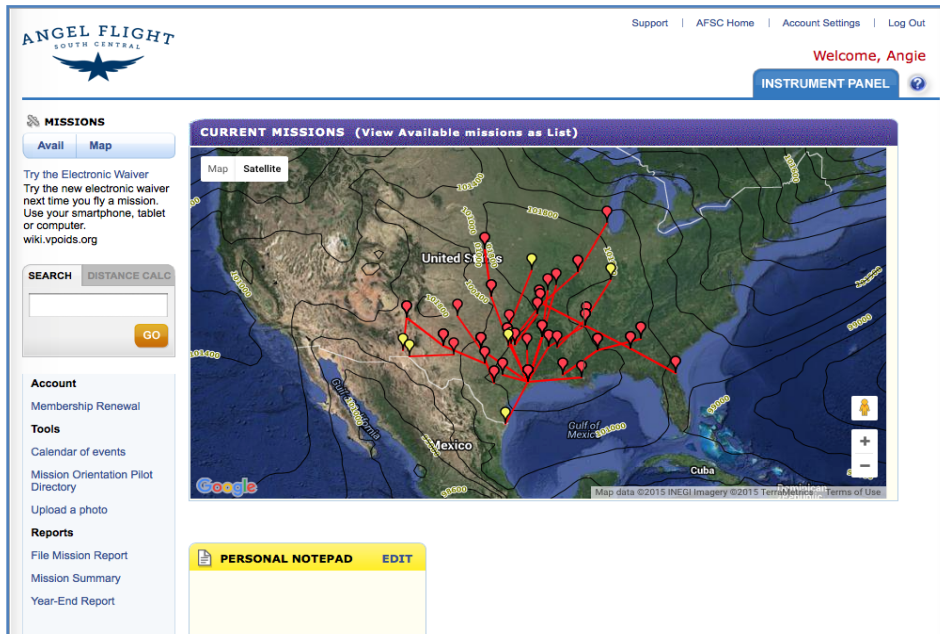
b.



INSTRUMENT PANEL & MENU BARS

The Instrument Panels allows you to:

- Access your account.
- View available or upcoming missions.
- File a mission report.



Top Navigation Menu:

Support – do not use as this links to old system functionality.

AFSC Home – access AFSC's main website (www.angelflightsc.org).

Account Settings – access and change your profile settings.

Log Out – log out of VPOIDS.

Missions (Top Left):

Avail – view list of all available missions using search criteria.

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.

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 – after the completion of a mission, click here to enter 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. You can print Mission Itineraries or Waiver here.
- **Pending Missions** – shows missions you have requested to fly and are awaiting confirmation by the Mission Coordinator
- **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 can be used for tax purposes.

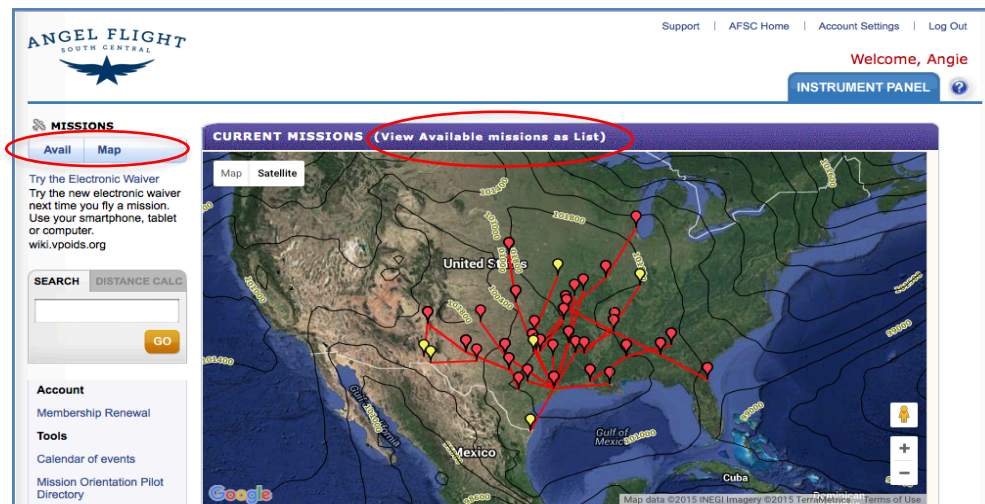
VOLUNTEER PILOT AFFIRMATION

Volunteer pilots will be prompted to renew their volunteer status and sign the Volunteer Affirmation annually. Pilots will not be able to access the Mobile App until this has been completed.

VIEWING AVAILABLE MISSIONS

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

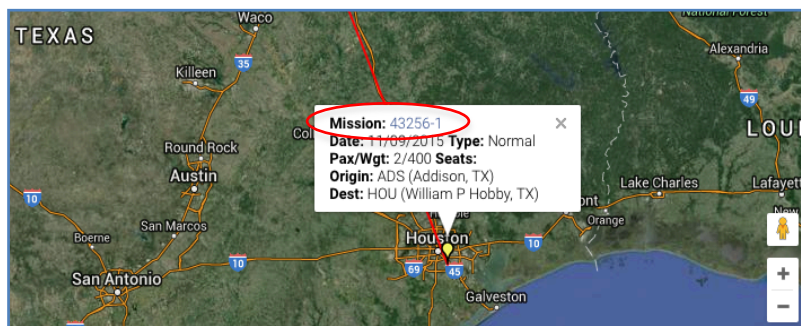
Search for missions by clicking on the “Map” button to the left to.

- You can search by mission start and end dates, origin airport, destination airport, and the mission type.

Flag 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. Access the mission details by clicking on the mission number.



List View

From the Instrument Panel, click “View Available Missions as List” or “Avail”.

Missions are shown in Basic View and sorted by date, earliest to the latest date.

To view the missions in your particular Wing, select your region from the drop-down list under “Airport Wing”.

To view missions in or out of a specific airport, enter the three-letter identifier under “Airport”. Then click “Update List”.

The screenshot shows the 'Missions Available' page. At the top, there's a header with the Angel Flight South Central logo and navigation links. Below the header, there's a sidebar with links like 'Account', 'Membership Renewal', 'Tools', and 'Reports'. The main content area is titled 'Missions Available' and features a filter section with 'Airport Wing' (set to 'All'), 'Airport' (empty), 'Type' (set to 'Air'), and a 'Calendar' button. Below the filters, there's a section for 'Missions available list view options: Advanced | Basic | Compact', where 'Basic' is selected. The 'Sort by' dropdown is set to 'Date (later - sooner)'. The page shows 50 missions found. Two mission cards are visible: 'Mission: 43844' for a passenger named Joel and 'Mission: 43900' for a passenger named Jeff. Each mission card displays flight details and a table of legs. In the first mission, the first leg is marked '(LINKING - FILLED)' and the second and third legs have 'REQUEST THIS MISSION' buttons. In the second mission, both legs have 'REQUEST THIS MISSION' buttons. Two red circles highlight the 'Basic' view option and the 'REQUEST THIS MISSION' buttons.

Mission Links:

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 Search/View Options

Advanced View – allows you to 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 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 – provides minimal details about available missions. 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	Request
+ 43844-3 Normal	02-10-2016 Wed 3 Legs		MLU LA	HOU TX	239 749	365 lbs 2 pass	Request

REQUESTING A MISSION ONLINE

When you find a mission that you would like to fly, click “Request This Mission”.

The screenshot shows the 'Missions Available' page on the Angel Flight South Central website. The page includes a sidebar with navigation links like 'Account', 'Tools', and 'Reports'. The main content area displays a list of missions. The first mission, Mission 43844, is highlighted. It details a patient named Joel with Metastatic Melanoma, traveling to MD Anderson for treatment. The mission is scheduled for 02-10-2016 (Wednesday) and has a flight time of 3 legs. The legs are: Leg 1 (LUK Cincinnati, OH to SIK Sikeston, MO, 277nm), Leg 2 (SIK Sikeston, MO to MLU Monroe, LA, 290nm), and Leg 3 (MLU Monroe, LA to HOU Houston, TX, 239nm). The 'REQUEST THIS MISSION' button for Leg 2 is circled in red. Below this mission, Mission 43900 is also listed, with details for a patient named Jeff with throat cancer, traveling to MD Anderson for treatment. The mission is scheduled for 02-10-2016 (Wednesday) and has a flight time of 2 legs: Leg 1 (CQF Fairhope, AL to LFT Lafayette, LA, 213nm) and Leg 2 (LFT Lafayette, LA to HOU Houston, TX, 174nm). Each leg has a 'REQUEST THIS MISSION' button.

The Request Mission screen will appear (see next page).

- Select the Pilot Type (Command Pilot)
- Select the aircraft you'll use on this mission.
- Confirm/enter the Tail Number.

If you select “yes” for a Back-up Pilot or Mission Assistant, please call or email AFSC.

AFSC will receive an email from the system notifying them of your request.

If your request is approved, a confirmation email will be sent to you.

INSTRUMENT PANEL	MISSION COORDINATION	MEMBERS	REFERENCE	CONTENT/TOOLS	REPORTS
Request Mission					
<div> <div>Leg 2</div> <div> Mission: 43900-2 Type: Normal Date: 02/10/16 Time: 2 Legs </div> <div> From: LFT (Lafayette, LA) (GMT-6) To: HOU (Houston, TX) (GMT-6) </div> <div> Passengers: 1 Total weight: 240 Get Detail </div> <div> Distance: 174mi Efficiency: 53% </div> </div>					
Passenger: <input type="text"/> Date of birth: 05-29-1955 Weight: 190 lbs.					
Reason: <input type="text"/>					
Comment: <input type="text"/>					
Pilot Type: <input type="text" value="Command Pilot"/>					
Select Your Aircraft: <input type="text" value="Cessna 525 series (N181EA)"/>					
Tail: <input type="text" value="N181EA"/>					
Backup Wanted? <input type="radio"/> Yes <input type="radio"/> No					
Mission Assistant Wanted? <input type="radio"/> Yes <input type="radio"/> No					
Comment: <input type="text"/>					
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.					

MISSION ITINERARY AND WAIVERS

Once your request is approved, AFSC will send an email that contains the following:

- Mission Itinerary, which includes the trip details, passenger contact information, and linking pilot information (if this has been confirmed).
- Links for the passenger to sign the waiver electronically.
- Hard copies of the waivers.

Bring 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

The Mission Itinerary and Electronic Waiver may be accessed from VPOIDS.

- Click the “My Flights” link in the lower left side of the Navigation Bar.
- Select the tab across the top of the screen:
- Future Missions, Pending Requests, or Past Missions.
- Find your mission and 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.

To access the waiver for passengers and/or Mission Assistants to sign electronically, click “File a waiver for this mission leg”.

To view or file a Mission Report, you click on the Past Mission tab.

MISSION SUMMARY

MISSIONS

Avail Pending Map

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 Date: 06/09/2013 From: Perry Lefors Field (Pampa) To: Brownwood Rgnl (Brownwood) 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
	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

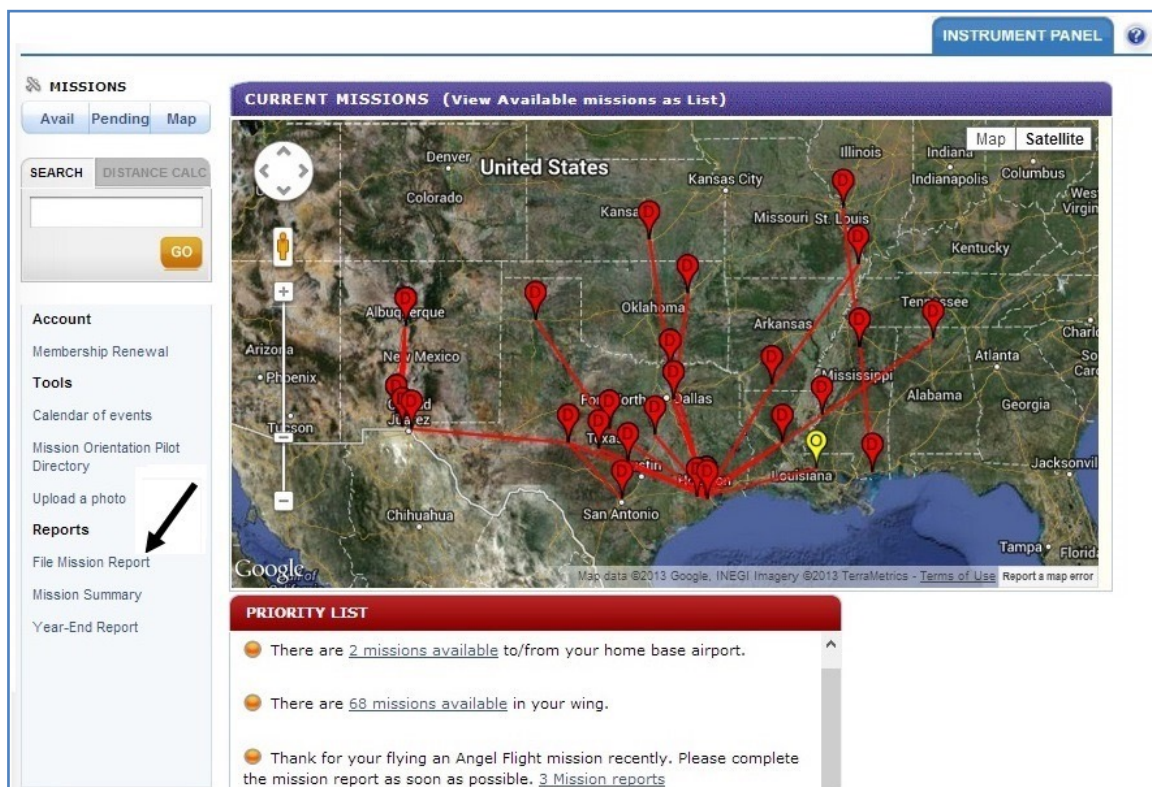
Mission Summary

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

Select “File Mission Reports” from the Navigation Bar on the lower left side 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 different passengers on the same day, you can group those mission legs into one report.
 - If you flew the same or different passenger(s) round-trip.
 - If you flew 2 or 3 legs of a multi-leg mission.
- Do **not** group mission legs if you flew the same passenger on **different** days.

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 about your flight (a sample is provided on the following page).

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

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 --"/>	<input type="text"/>

Mission Comment characters remaining

Approved ☐

At the bottom of the File Mission Report, there is an option to **Upload a Photo** of your mission. These are used to help increase awareness of Angel Flight through social media, brochures, and other promotional items.

Upload photo 1 no file selected

Max file size: 3MB and Formats: jpg, png, gif

[add another photo](#)

Give us your feedback! Please consider completing our short 3-question survey included on the File Mission Report screen to help us serve you and the passengers better. You may add additional comments in the “Mission Comment” box.

After you have completed the form, click “Submit” to file the report.

Give us your feedback

Help us improve our service to you and our passengers by providing us with some feedback on your experience. Responses are optional, and will not be communicated outside the organization.

Passenger	How interested would you be in providing transportation for this passenger again in the future?
	<div>Not at all <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Very interested</div>
Coordination	How satisfied were you with the coordination process, i.e. the request process, communication with the staff, and so forth?
	<div>Not satisfied <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Very satisfied</div>
Overall	Please rate your overall satisfaction with this mission.
	<div>Not satisfied <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> Very satisfied</div>

[Cancel](#)

TAX DEDUCTIONS AND YEAR-END REPORTS

Angel Flight South Central is a registered 501(c)3 non-profit organization and contributions to AFSC can be deducted to the full extent allowed by the IRS. Pilots may deduct:

- Direct (out-of-pocket) expenses of a mission, which may include aircraft-related expenses.
- Car mileage to and from the airport for missions.
- If weather conditions force a pilot to remain overnight, the cost of lodging and meals may be deductible.

For complete information on what is considered tax deductible, please consult your personal tax advisor.

Year-End Report

A link to the report is located on the lower left side of the screen in the Navigation Bar.

The year-end report provided by AFSC contains the number of mission legs and hours you flew for that year. Any tickets (commercial flights, trains, buses) that you purchased will also be included. This report can be used to help you file your taxes.

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

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.

Mission Date	# Legs	Hours
01/16/2012	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
Total Hours for period:	7	23.5
*Unreimbursed donation commercial airline ticket(s):		\$830.00

[Print this report](#)

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



(972) 755-0433 | (972) 858-5492 fax | coordinator@angelflightsc.org

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.

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
Total	2	6.3	\$0