

PILOT Handbook



Angel Flight East

Bringing hope closer to
home since 1993

www.angelflighteast.org

215-358-1900

MAY 2026

TABLE OF CONTENTS

Welcome to Angel Flight East	3
Our History	4
About Angel Flight East	5
Our Passengers	6
People We Fly.....	6
Partnerships with other Organizations.....	6
How AFE Connects with Passengers.....	6
Qualifying a Passenger.....	6
How Passengers Request a Flight.....	6
Available Missions	7
Subscription Options.....	7
Available Missions Website (VPOIDS).....	7
Multi-Leg Missions	8
Mission “Legs” Defined.....	8
Multi-Leg Pilots.....	8
Communicating with the Passenger	9
Communicate Early.....	9
Communication Methods.....	9
Questions to Ask.....	9
Passenger Location and Airports.....	10
Information to Provide the Passenger.....	10
Passenger Deviations.....	11
Special Equipment and Child Seats.....	11
Mission Execution and Safety	12
Executing a Mission.....	12
Passenger Comfort and First-Time Flyers.....	12
Emergencies In-Flight.....	12
Flight Instruction During Flight.....	13
Gifts from Passengers.....	13
Passenger Waivers.....	14
Mission Changes and Cancellations	15
Flexibility Makes a Difference.....	15
Passenger or Requester Cancellations.....	15
Pilot Cancellations.....	15
In Case of Emergency	16
Volunteer Pilot Protection Act.....	17
Ground Transportation	18
Angel Flight Call Signs	19
Payment and Reimbursement for Cost of Flight	20
Angel Flight’s Online Mission Request System: VPOIDS	21

WELCOME

TO ANGEL FLIGHT EAST



Congratulations on becoming a volunteer
with Angel Flight East!

On behalf of our board, staff, and passengers, 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.

OUR HISTORY



Angel Flight East (AFE) was founded in Pennsylvania by Harry Morales, a general aviation pilot, who wanted to help with relief efforts after Hurricane Andrew in 1992. He created Angel Flight East, with the help of Jeff Kahn and Joe Staples, among others. Their vision and commitment to the principles of public benefit flying drove the dynamic force of what was to become AFE. Immediately, the organization began to fill the gap between the need to access crucial medical care at a distance and the high cost of transportation to get there.

In 1993, the first year of operations, AFE's small band of new volunteer pilots flew 17 flights. Today, over 1,000 flights are scheduled each year in the Northeastern United States.

ABOUT ANGEL FLIGHT EAST

Mission

Our Mission: To provide free air transportation to qualified patients and their families by arranging flights to distant medical facilities, delivering supplies to disaster areas, and reuniting families during desperate times.

Contact

Angel Flight East 1501
Narcissa Rd Blue Bell, PA
19422

Phone: 215-358-1900
Fax: 215-358-1999
flight@angelflighteast.org

Office Hours: Monday - Friday
9:00am - 5:00pm

Service Area: Connecticut,
Delaware, Maine, Maryland,
Massachusetts, New
Hampshire, New Jersey, New
York, Ohio, Pennsylvania,
Rhode Island, Vermont,
Virginia, West Virginia

Websites

www.afe.vpoids.org - our mission coordination system, known as VPOIDS, where pilots can view and volunteer for upcoming missions, file mission reports, and print year-end summaries.

www.angelflighteast.org - our main website contains general information about our organization.

OUR PASSENGERS

People We Fly

AFE provides flights for people of all ages. 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).
- Family members traveling to visit loved ones in long-term care or hospice.
- Other compelling needs, based on the discretion of the staff.

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 or group homes
- Blood banks and medical facilities transporting organs
- Disaster relief organizations
- Assisting other nonprofits in completing their missions

How AFE connects with Passengers

Angel Flight East 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 needy people through community organizations.

Qualifying a Passenger

Our Mission Coordinator 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 airplane's wing with limited assistance. They must be able to sit upright for the duration of the flight.
- AFE limits missions to 1,000 NM from the origin city to the destination city because of the 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 if it is DOT-approved and light enough to carry over their shoulder.
- AFE does not provide Air Ambulance or emergency rescue services.
- Passengers are not obligated to meet financial requirements to qualify for a flight. We 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 can volunteer for the flight.

AVAILABLE MISSIONS

Whether pilots are interested in receiving notifications or finding missions independently, AFE makes it easy to sign up 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 – AFE will initiate a text message for missions available near your home airport. These are typically for missions occurring in the next few days, and AFE 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. Using the system, pilots can:

- 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.

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. 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 calls the third-leg pilot to review the same information. AFE 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.
 - A better airport for approaches or that offers fuel and fee discounts for AFE 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 legs.

COMMUNICATING WITH PASSENGERS

Communicate Early

AFE 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.

Early communication:

- Increase 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 Message- 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/Emails- if texting is unsuccessful, try calling or emailing the passenger to ensure the mission is coordinated. First-time passengers may benefit from a call to calm any concerns about flying in a small plane.

Questions to Ask

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

COMMUNICATING WITH PASSENGERS

Passenger Location & 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 passengers.

- 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 the passenger knows how to get to the FBO, especially if the airport has a commercial terminal.
 - Be very specific about the airport's location, FBO building, and where you'll meet the passengers
 - 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. Be sure to 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.
- Keep the passenger informed of any weather concerns or last-minute changes if they need to implement their back up plan.

COMMUNICATING WITH PASSENGERS

Passenger Deviations

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

These may include:

- Additional companions not noted on the mission sheet
- Excessive luggage
- 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 & SAFETY

AFE refers to pilots as Volunteer Command Pilots because they have the opportunity to fully coordinate their own missions. We ask that all pilots fly IFR, even if it is a VFR day.

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 if another pilot is unavailable.

- 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 AFE's top priority. This is a volunteer opportunity and there are no repercussions for canceling a mission for ANY reason.
- Flexibility and clear communication can increase the chances of a mission being flown.

Passenger Comfort and First-Time Fliers

Medical passengers may feel nauseous if they receive 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
- Consider doing an abbreviated walk-around before take-off for passengers traveling for the first time in a general aviation aircraft
- Let the passenger become familiar with the aircraft, pointing out exits, ventilations, 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 a smoother altitude
- 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

MISSION EXECUTION & SAFETY

Passenger Comfort and First-Time Fliers

AFE 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 passengers uncomfortable or nervous.

Gifts from Passengers

Kindly refuse to accept monetary or in-kind gifts from passengers, including gift cards, tickets to concerts/sporting events, other items of monetary value, etc.

Any reimbursement or compensation for the mission will endanger Angel Flight East’s status with the IRS and FAA, as well as your pilots license. If passengers wish to contribute to Angel Flight East directly, they may donate online or mail a check to our office. All contributions are tax deductible.

MISSION EXECUTION & SAFETY

Passenger Waivers

AIR TRANSPORT WAIVER OF LIABILITY (Passenger)

Angel Flight East, a non-commercial, nonprofit, volunteer public service organization, and the volunteer pilot(s) named below, hereby agree to provide the following passenger(s) listed below with air transportation, free of charge, for the passenger's convenience in obtaining, assisting with, or returning from medical treatment or diagnosis.

Mission Number: _____

From: _____

To: _____

Date of Flight: _____

WAIVER OF LIABILITY

By signing this Waiver, I agree that I will not make any claim or file any lawsuit against Angel Flight East or its officers, directors, employees, or volunteers, including pilot(s) or an aircraft owner who makes the aircraft available to the volunteer pilot and makes no charge for its use other than actual fuel costs, on account of any damage to property or personal injuries (including death) sustained in connection with any aspect of the services rendered by Angel Flight East, the volunteer pilot(s), or the aircraft owner.

I understand that this waiver applies even to damages, injuries, or death resulting from negligence. It also applies to injury or illness resulting from exposure to COVID-19 or other infectious diseases.

I intend that this waiver be legally binding on me, my heirs, executors, and assigns, and to any minor or incompetent on whose behalf I am signing, as well as their heirs, executors, and assigns.

If any portion of this contract is held invalid, the remaining portions shall remain in full force and effect.

This waiver shall be governed by the laws of the Commonwealth of Pennsylvania.

As evidenced by my signature below, I have read this agreement in its entirety and agree to its terms.

I have received a copy of "Information for Angel Flight East Passengers." I have read and understand this information, and my questions, if any, have been answered to my satisfaction.

PASSENGER INFORMATION

Passenger 1

Print Name: _____

Street Address: _____

City, State ZIP: _____

Signature: _____ Date: _____

I agree to Patient/Passenger Photo & Media Release

Passenger 2

Print Name: _____

Street Address: _____

City, State ZIP: _____

Signature: _____ Date: _____

I agree to Patient/Passenger Photo & Media Release

Passenger 3

Print Name: _____

Street Address: _____

City, State ZIP: _____

Signature: _____ Date: _____

I agree to Patient/Passenger Photo & Media Release

Passenger 4

Print Name: _____

Street Address: _____

City, State ZIP: _____

Signature: _____ Date: _____

I agree to Patient/Passenger Photo & Media Release

PILOT CERTIFICATION

I hereby certify that, with respect to this flight:

- I meet all applicable requirements of the Federal Aviation Regulations to act as pilot in command (or second in command).

- My Medical Certificate is current and I am aware of no medical deficiency that precludes my acting as pilot in command (or second in command) per FAR 61.53.

- I meet all requirements for recent flight experience contained in FAR 61.57, including instrument experience under FAR 61.57(c), regardless of whether I intend to make this flight under IFR.

- The aircraft to be flown is airworthy in all respects.

- There is insurance coverage in force and the policy contains no exclusions for any anticipated operation.

Pilot in Command: _____

Date: _____

Second in Command (if required): _____

Date: _____

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 the 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 can 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 Requester Cancellations

AFE will notify the pilots immediately if the passenger or requester cancels a mission. 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 AFE's office immediately. There is a possibility our office has not been made aware of the cancellation.

Pilot Cancellations

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

- Call or email AFE as soon as possible if a mission might be canceled
 - For cancellations on weekends or after hours, pilots should notify the passenger and connecting pilots first
 - Follow up by emailing flight@angelflighteast.org or calling the office at 215-358-1900
- Pilots may choose to purchase a commercial ticket for the passenger to avoid canceling a mission. This is optional and not an expectation of AFE. Purchased commercial tickets receive the same tax deduction as a typical mission
- Passengers will never be stranded at a destination. Angel Flight East will cover the cost of a return, whether it be commercial, bus, car rental, etc.

IN CASE OF EMERGENCY

If You are Involved in an Accident

The prospective pilot should be advised that if he or she is involved in an accident, AFE expects that his or her first priority will be the safety and care of the passenger(s), especially in the case of child passengers, to include taking any immediate action necessary for health and safety of the passenger(s). This includes evacuating the passenger(s) from the aircraft if the pilot perceives a risk of fire, and providing such necessary emergency first-aid as the pilot is capable of. The pilot should thereafter focus on survival and/or rescue efforts, with the interests of the passenger(s) in mind, as experience, good judgement, and common-sense dictate.

In-Flight Death of a Passenger on Your Aircraft

Due to the condition of many of the passengers flown by AFE, it is possible that a passenger could succumb to his or her illness or condition during a mission. For each flight, pilots should be mentally prepared for this possible eventuality, and be prepared to take whatever action is appropriate based on common sense and good judgment under the circumstances, to include notifying persons on the ground at the arrival airport as far in advance of landing as practical that the pilot believes he or she has a deceased passenger on board.

Speaking With the Media Following an Accident or In-Flight Death

Pilots are instructed that in the event of an accident, he or she is to contact the AFE Office (Phone: 215-358-1900) and speak with the Executive Director or other Executive Board member for guidance and updated information. All inquiries from the press or other parties are to be directed to the AFE office. AFE requests that the pilot not speculate or make any statements until all the facts have been determined. The disclosure of patient information is illegal.

VOLUNTEER PILOT PROTECTION ACT

The Federal Volunteer Protection Act (VPA) was amended by the Volunteer Pilot Protection Act as part of the FAA Reauthorization Act of 2018. This amendment added volunteer pilots to those protected by the VPA and immunized volunteer pilots from liability above the limits of their insurance policy.

To be covered by the VPA, a pilot must be a volunteer flying on behalf of a volunteer pilot nonprofit organization that arranges flights for public benefit; licensed appropriate to the operation; insured (no minimum limits); and in compliance with all FAA requirements for recent flight experience.

Volunteer pilots are covered by the VPA when they are operating an aircraft in furtherance of a nonprofit organization's purpose, acting within the scope of volunteer's responsibility, are providing patient and medical transport (including medical transport for veterans), disaster relief, humanitarian assistance, or other similar charitable missions.

A volunteer pilot can be disqualified from coverage of the VPA if they engage in willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed.

GROUND TRANSPORTATION

Ground Transportation Plan

Angel Flight East now has a limited budget for ground transportation, through Lyft Concierge. This service is only available on the destination side of a passenger's trip. Passengers seeking ground transportation assistance should contact the flight coordinator before their flights.

CALL SIGN UTILIZATION

Angel Flight East Does not support the use of the “NGF” call sign on missions.

CMF Call Sign

The COMPASSION call sign and its three letter designator (CMF) are intended to clearly identify routine ambulatory patient transport and other public service missions conducted by volunteers. To use the CMF call sign, pilots must be active members of an authorized VPO and should be eligible to serve as PIC on flights coordinated by their organization. Call signs are unique to each pilot and not assigned by aircraft tail number.

To use any call sign that is not the aircraft registration number, the pilot’s aircraft must be equipped with an ADS-B Out unit that is programmable by the pilot.

Apply now for your personal CMF call sign through the Air Care Alliance.

<https://www.aircarealliance.org/cmfc>

PAYMENT & REIMBURSEMENT FOR COST OF FLIGHT

We sincerely appreciate the generosity of our volunteer pilots and recognize that, for many, their ability to help those in need is limited by the high costs of owning and operating their aircraft.

Some pilots have sought help by seeking financial contributions to support their flights.

However, it is important to emphasize that Federal Aviation Regulations[1] require that, in most cases, the full costs of volunteer flights be paid by the volunteer pilot[2].

You cannot:

(a) share expenses with passengers (or have someone else pay the passengers' share[3]);

(b) raise money to fund your flights through things like GoFundMe campaigns or the like;
or

(c) receive anything of value (other than a tax deduction and logging flight time) for your charitable flights

Receiving compensation in any form is considered by the FAA to be carrying passengers or property for compensation or hire and the FAA could potentially seek to suspend or even revoke your certificates if it learned of such payments. This does not change if you have a Commercial or ATP Certificate. They only permit you to receive compensation for those operations authorized by the Regulations[4], e.g., charter operations.

Angel Flight East cannot be complicit by assigning flights to any pilot who conducts flights in violation of these regulations.

[1] Federal Aviation Regulations 61.113 and 119.1.

[2] A few organizations have Exemptions from the FAA that permit some reimbursement by the organization to the pilot, but these come with conditions that, in our opinion, make their implementation impractical and costly. This policy is not intended to restrict our volunteer pilots from receiving reimbursement from these organizations in compliance with its FAA Exemption.

[3] The FAA does not consider a volunteer pilot and passenger to have the required "common purpose" to share expense for a flight. AFE takes the position that a Pilot and Co-Pilot on board to assist the PIC on a flight have a common purpose to transport the patient and therefore can share costs between them.

[4] See FAA Advisory Circular 61-142, footnote 6 at page 4.

VOLUNTEER PILOT INFORMATION DATABASE

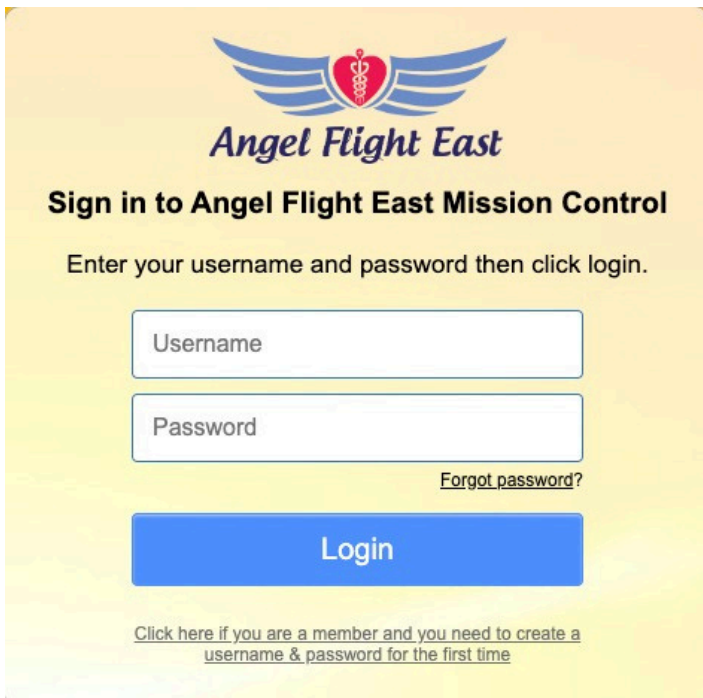
VPOIDS

To access available missions for Angel Flight East, please visit www.afe.vpoids.org

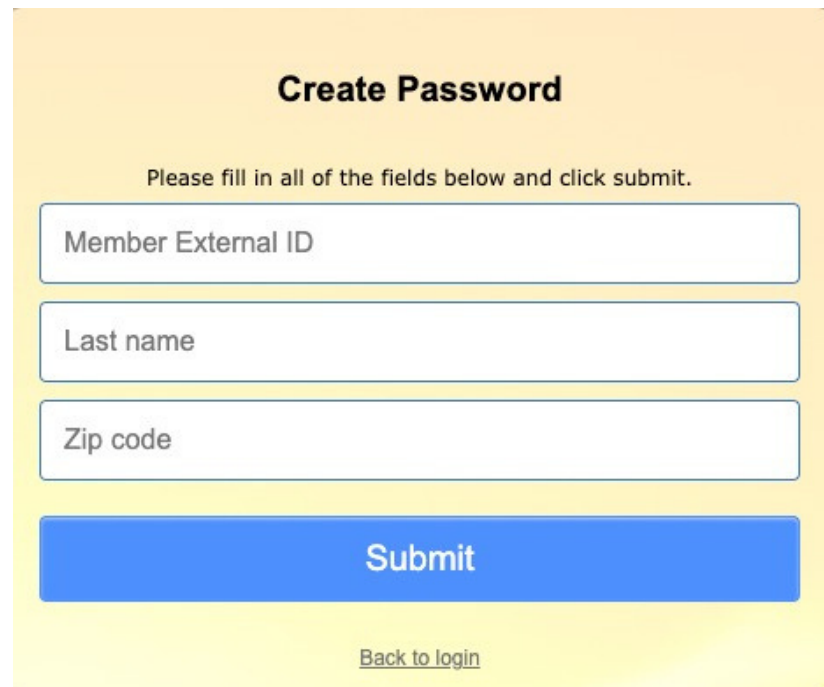
VPOIDS

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

- Select “click here if you are a member and you need to create username and password for the first time” located under the login button.
- Enter your member ID, last name, and zip code, then click “submit”



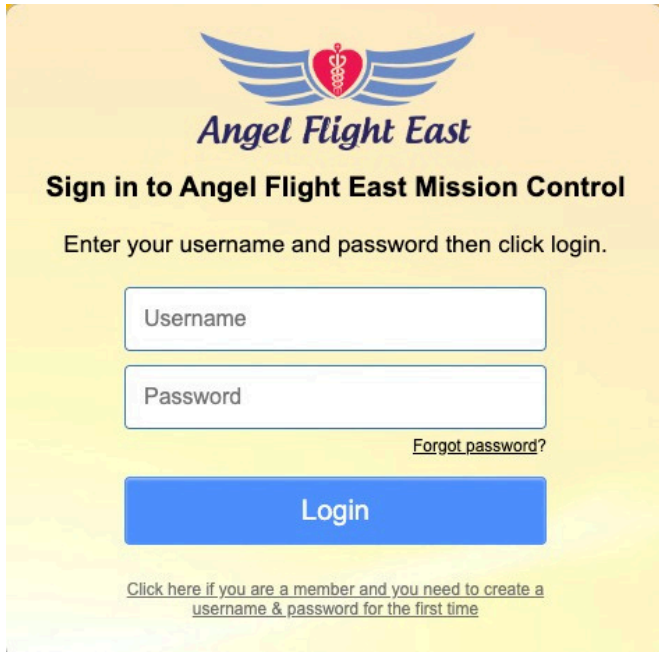
The screenshot shows the login interface for Angel Flight East. At the top is the organization's logo, which features a red heart with a white caduceus symbol inside, flanked by blue wings. Below the logo, the text "Angel Flight East" is written in a blue, italicized font. Underneath, the heading "Sign in to Angel Flight East Mission Control" is displayed. A prompt asks the user to "Enter your username and password then click login." There are two input fields: "Username" and "Password". A link for "Forgot password?" is located below the password field. A blue "Login" button is positioned below the input fields. At the bottom of the form, there is a link that reads "Click here if you are a member and you need to create a username & password for the first time".



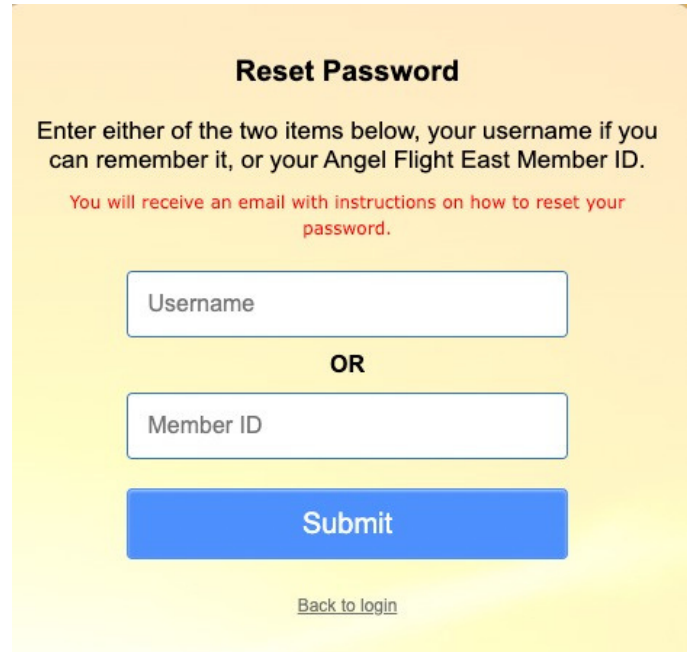
The screenshot shows the "Create Password" page. The heading "Create Password" is centered at the top. Below it, a prompt asks the user to "Please fill in all of the fields below and click submit." There are three input fields: "Member External ID", "Last name", and "Zip code". A blue "Submit" button is located below the input fields. At the bottom of the page, there is a link that reads "Back to login".

Reset Your Password

- Click “Forgot Password” on the main page
- A box will appear, enter either your username or Member ID
- An email will be sent to you with instructions for resetting your password



The screenshot shows the login interface for Angel Flight East Mission Control. At the top is the Angel Flight East logo, which features a red heart with a white caduceus symbol inside, flanked by blue wings. Below the logo is the text "Angel Flight East" in a blue serif font. Underneath that is the heading "Sign in to Angel Flight East Mission Control" in bold black text. A sub-heading reads "Enter your username and password then click login." There are two white input fields: the first is labeled "Username" and the second is labeled "Password". To the right of the password field is a link that says "Forgot password?". Below the input fields is a large blue button with the word "Login" in white. At the bottom of the page, there is a link that says "Click here if you are a member and you need to create a username & password for the first time".

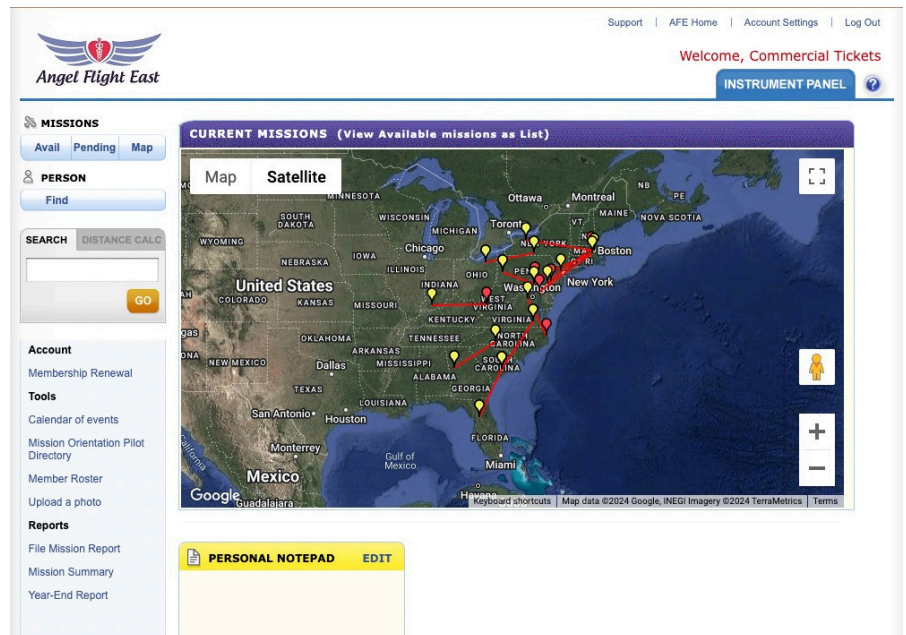


The screenshot shows the "Reset Password" form. The title "Reset Password" is centered at the top in bold black text. Below the title is the instruction "Enter either of the two items below, your username if you can remember it, or your Angel Flight East Member ID." in black text. A red line of text below that says "You will receive an email with instructions on how to reset your password." There are two white input fields: the first is labeled "Username" and the second is labeled "Member ID". Between the two input fields is the word "OR" in bold black text. Below the input fields is a large blue button with the word "Submit" in white. At the bottom of the page, there is a link that says "Back to login".

Instrument Panel & Menu Bars

The Instrument Panel allows you to:

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



The screenshot shows the "Instrument Panel" of the Angel Flight East website. At the top left is the Angel Flight East logo. To the right of the logo are links for "Support", "AFE Home", "Account Settings", and "Log Out". Below the logo is the text "Welcome, Commercial Tickets" and a button labeled "INSTRUMENT PANEL" with a question mark icon. The main content area is divided into several sections. On the left is a sidebar with "MISSIONS" (with sub-links "Avail", "Pending", "Map"), "PERSON" (with a "Find" button), "SEARCH" (with a "DISTANCE CALC" button and a "GO" button), "Account" (with links for "Membership Renewal", "Calendar of events", "Mission Orientation Pilot Directory", "Member Roster", "Upload a photo"), and "Reports" (with links for "File Mission Report", "Mission Summary", "Year-End Report"). The main content area has a heading "CURRENT MISSIONS (View Available missions as List)" and a map of the United States and parts of Canada. The map shows several red location pins. Below the map is a "PERSONAL NOTEPAD" with an "EDIT" button.

VOLUNTEER PILOT

INFORMATION DATABASE

Top Navigation Menu

- **Support** – do not use this as this links to old system functionality.
- **AFE Home** – access AFE’s main website (www.angelflighteast.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.
- **Pending**- All upcoming flights posted through AFE
- **Map** – view of mission routes on a map with search capabilities.
- **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.
- **Member Roster**- access a report with contact information for all pilots registered with Angel Flight East
- **Upload a photo** – you may upload a photo of any mission you have flown.

VOLUNTEER PILOT

INFORMATION DATABASE

Reports

- **File Mission Report** – after completing a mission, click here to enter the total number of mileage and hours flown. **If your mission was canceled, 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 waivers 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, mission reports, or file electronic waiver.

Volunteer Pilot Affirmation

Volunteer pilots will be prompted to renew their volunteer status and sign the Volunteer Affirmation every time they request a flight.

VOLUNTEER PILOT INFORMATION DATABASE

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

The screenshot displays the Angel Flight East website interface. At the top left is the Angel Flight East logo. At the top right, it says "Welcome, Commercial Tickets" and "INSTRUMENT PANEL" with a help icon. On the left side, there is a navigation menu with sections: "MISSIONS" (with buttons for "Avail", "Pending", and "Map"), "PERSON" (with a "Find" button), "SEARCH" (with a "DISTANCE CALC" button and a search input field), and "Account" (with links for "Membership Renewal", "Tools", "Calendar of events", "Mission Orientation Pilot Directory", "Member Roster", and "Upload a photo"). The main content area is titled "CURRENT MISSIONS (View Available missions as List)" and features a map of the United States. The map shows several red location pins and connecting lines, indicating flight routes between various cities including Chicago, Toronto, New York, Boston, Washington, and Miami. The map interface includes "Map" and "Satellite" tabs, a "GO" button, and a "Keyboard shortcuts" link at the bottom.

VOLUNTEER PILOT INFORMATION DATABASE

Map View

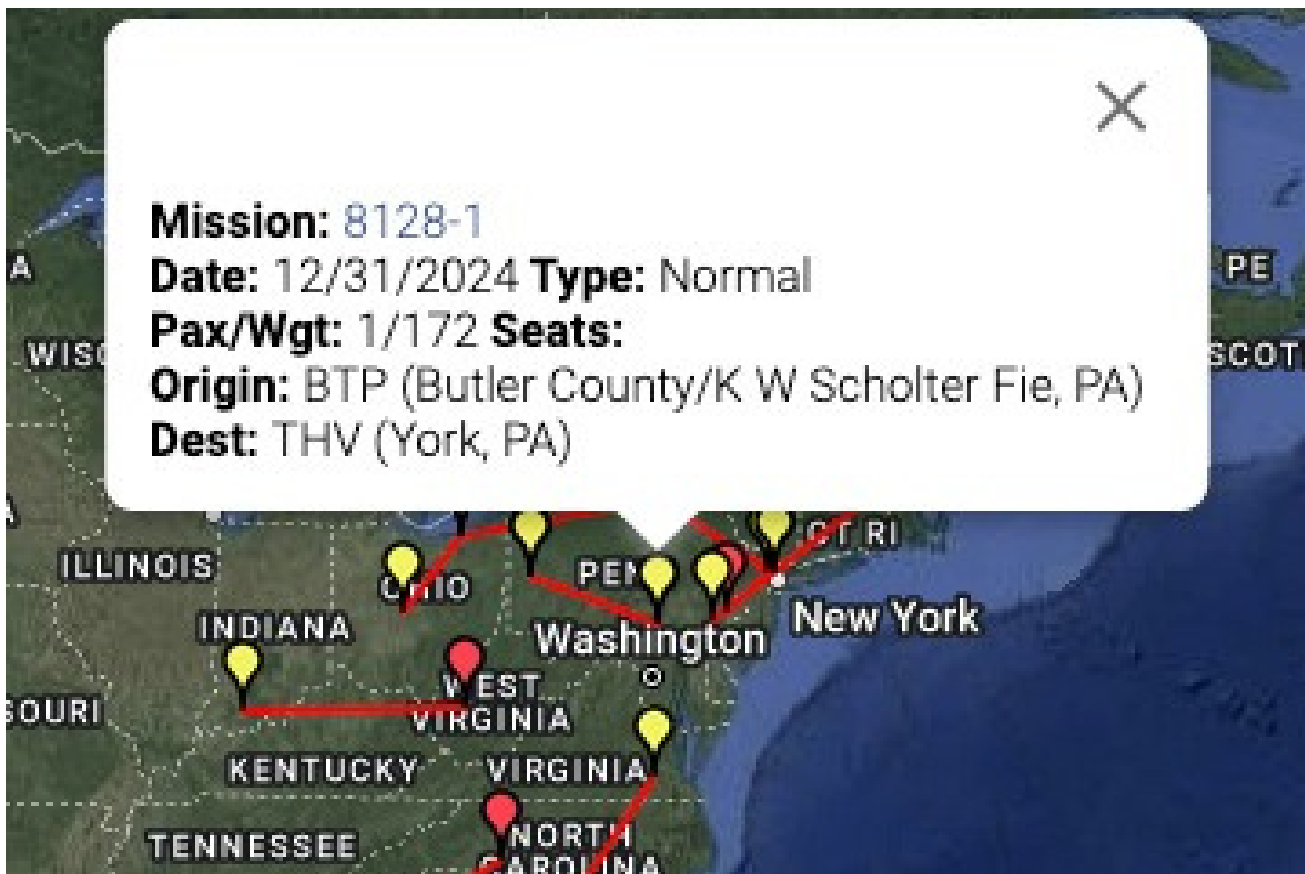
Search for mission by clicking on the “Map” button to the left

- 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.



VOLUNTEER PILOT INFORMATION DATABASE

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 displays the Angel Flight East website interface. At the top left is the Angel Flight East logo. On the right, it says "Welcome, Commercial Tickets" and "INSTRUMENT PANEL" with a help icon. The main content area is titled "Missions Available". Below the title are filters for "Wing" (set to "All"), "Airport Ident" (empty), "Type" (set to "Air"), and "Calendar" (calendar icon). There is an "Update list" button. Below the filters, it says "Missions available list view options: Advanced | Basic | Compact". A "Sort by" dropdown is set to "Date (later - sooner)", and it indicates "14 missions found". There are navigation arrows and "1 of 1" shown. The first mission listed is "Mission: 8152" with a date of "12-03-2024 (Tue)", passenger "Beth H. (age 42)", and total weight of "250". The illness is "Neuromuscular Disease" and "Autonomic failure". The flight time is "Needs to be at BED by 1:30 PM". The mission details show "Leg 1" from "ROC (Rochester, NY)" to "BOS (Boston, MA)" for "297nm". A "REQUEST THIS MISSION" button is present. The second mission is "Mission: 8153" with the same date and passenger, but the flight time is "Any time after 4 PM or 12/4". The mission details show "Leg 1" from "BOS (Boston, MA)" to "ROC (Rochester, NY)" for "297nm". A "REQUEST THIS MISSION" button is also present. On the left sidebar, there are sections for "MISSIONS" (Avail, Pending, Map), "PERSON" (Find), "SEARCH" (GO), "Account" (Membership Renewal), "Tools" (Calendar of events, Mission Orientation Pilot Directory, Member Roster, Upload a photo), and "Reports".

- Mission Links
 - *Request This Mission*- the mission is available
 - *Linking-Filled*- the leg of the mission is filled, but other legs may still be available
 - *Already requested*- you have already submitted a request to fly this mission

VOLUNTEER PILOT

INFORMATION DATABASE

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 %

- *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: All ▼
 Airport:
Show Ground:
Calendar:

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

Show entries Search:

Mission	Date	Passenger (age)	Origin	Dest	Leg/Trip	Weight	Request
8152-1 Normal	12-03-2024 Tue Needs to be at...	Beth Hendrickson (42)	ROC NY	BOS MA	297 740	250 lbs 1 pass	<input type="button" value="Request"/>
8153-1 Normal	12-03-2024 Tue Any time after...	Beth Hendrickson (42)	BOS MA	ROC NY	297 740	250 lbs 1 pass	<input type="button" value="Request"/>

VOLUNTEER PILOT INFORMATION DATABASE

Requesting a Mission Online

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

The screenshot shows the Angel Flight East website interface. At the top left is the logo for Angel Flight East. On the right, it says "Welcome, Commercial Tickets" and "INSTRUMENT PANEL". The main navigation menu on the left includes "MISSIONS" (with sub-links: Avail, Pending, Map), "PERSON" (with a "Find" button), and "SEARCH" (with a "DISTANCE CALC" button and a "GO" button). The "Missions Available" section is the primary focus, featuring a filter bar with dropdowns for "Wing" (set to "All"), "Airport Ident", "Type" (set to "Air"), and "Calendar", along with an "Update list" button. Below the filter bar, it indicates "Missions available list view options: Advanced | Basic | Compact" and "Sort by: Date (later - sooner)" with "14 missions found". Two mission cards are displayed:

- Mission: 8152**
Date: 12-03-2024 (Tue) | Passenger: Beth H. (age 42) | Total weight: 250 | Weight & Balance
Illness: Neuromuscular Disease | Flight time: Needs to be at BED by 1:30 PM
Autonomic failure
Route: Leg 1 | ROC (Rochester, NY) | BOS (Boston, MA) | 297nm | REQUEST THIS MISSION
- Mission: 8153**
Date: 12-03-2024 (Tue) | Passenger: Beth H. (age 42) | Total weight: 250 | Weight & Balance
Illness: Neuromuscular Disease | Flight time: Any time after 4 PM or 12/4
Autonomic failure
Route: Leg 1 | BOS (Boston, MA) | ROC (Rochester, NY) | 297nm | REQUEST THIS MISSION

The Request Mission screen will appear (see next page)

- Select 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 AFE, who 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.

Request Mission

Leg 1	Mission: 8173-1 Type: Normal Date: 12/11/24 Time: Can leave anytime	From: M01 (Memphis, TN)  CT (GMT-6) To: 2A1 (Jamestown, TN)  CT (GMT-6)	Passengers: 3 Total weight: 553 Get Detail	Distance: 258mi Efficiency: 34%	
Passenger:	Nina Ziegler	Date of birth:	11-04-2023	Weight:	18 lbs.
Reason:	Patient is in active treatment for cancer. She is severely immunocompromised and prone to infection. The only medical equipment includes medications or supplies to maintenance her internal venous access device.				
Comment:					

Pilot Type:

Add Your Aircraft  Add Aircraft

Tail

Backup Wanted? Yes No

Mission Assistant Wanted? Yes No

We encourage you to select "yes" and make this mission available to new members and others who wish to fly as a Mission Assistant.

Comment

I hereby certify that I have examined my logbook(s) and with respect to this flight:

- a. I meet all applicable requirements of the Federal Aviation Regulations to act as pilot in command or if applicable, second in command, of this flight.
- b. My Medical Certificate is current (or I am in full compliance with the requirements of BasicMed) and I am aware of no medical deficiency that that precludes my acting as pilot in command or, if applicable, second in command per FAR 61.53[ii].
- c. I meet all requirements for recent flight experience contained in FAR 61.57[iii]
- d. I meet all requirements of instrument experience under FAR 61.57(c) having performed and logged within the 6 calendar months preceding the month of the flight in actual weather conditions, or under simulated conditions using a view-limiting device — (i) Six instrument approaches, (ii) Holding procedures and tasks, and (iii) Intercepting and tracking courses through the use of navigational electronic systems (or successful completion of an instrument practical test or an instrument proficiency check) regardless of whether I intend to make this flight under IFR. A person may complete the required instrument experience in any combination of an aircraft, full flight simulator, flight training device, or aviation training device.
- e. The aircraft to be flown is airworthy in all respects and
- f. There is insurance coverage in force and the policy contains no exclusions for any anticipated operation.

I agree

Mission Itinerary and Waivers

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

- Mission Itinerary- including 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 waiver

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 “Missions Summary” link on 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 the passengers and/or missions assistants to sign electronically, click “File a waiver for this mission leg”

To view or file a mission report, click the past mission tab

Filing a Mission Report

Select “File Mission Reports” from the Navigation Bar on the lower left side of the screen.

The screenshot displays the Angel Flight East website interface. At the top left is the Angel Flight East logo. The top right shows a user greeting "Welcome, Commercial Tickets" and a button for "INSTRUMENT PANEL". The main content area is titled "Current Missions" and contains a search form with the following fields: "Start Date", "End Date", "Origin Airport", "Dest Airport", and "Mission Type" (a dropdown menu set to "- any -"). There are "Find" and "reset" buttons below the form. Below the search form is a map of the Eastern United States with red lines indicating flight paths between cities like Chicago, Philadelphia, Nashville, and Charlotte. The sidebar on the left includes sections for "MISSIONS" (with "Avail", "Pending", and "Map" buttons), "PERSON" (with a "Find" button), "SEARCH" (with a "GO" button), and "Account" (with links for "Membership Renewal", "Tools", "Reports", etc.).

From the Mission Reports Outstanding screen, select the Mission(s) that must 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:
 - You can group those mission legs into one report if you carry different passengers on the same day
 - If you flew the same or different passenger(s) round trip
 - If you flew two or three legs on a multi-leg mission
- Do not group mission legs if you fly 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.

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 checked="" type="radio"/> Other	<input type="text" value="-- select --"/>	<input type="text"/>

Mission Comment characters remaining

Filing a Mission Report

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.

The screenshot shows a form with two main sections. The first section is labeled "Mission Comment" and contains a large text input box with a "characters remaining" label to its right. The second section is labeled "Upload photo 1" and contains a "Choose File" button, the text "No file chosen", a blue link "Max file size: 10MB and Formats: jpg, png, gif", and a blue link "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.

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.

The screenshot shows a feedback survey with three questions. Each question has a label on the left and a rating scale on the right. The rating scales are represented by five radio buttons in a row, with the first and last buttons labeled "Not at all" and "Very interested" (for the first question), "Not satisfied" and "Very satisfied" (for the second and third questions).

- Passenger:** How interested would you be in providing transportation for this passenger again in the future?
Not at all ○ ○ ○ ○ ○ Very interested
- Coordination:** How satisfied were you with the coordination process, i.e. the request process, communication with the staff, and so forth?
Not satisfied ○ ○ ○ ○ ○ Very satisfied
- Overall:** Please rate your overall satisfaction with this mission.
Not satisfied ○ ○ ○ ○ ○ Very satisfied

Tax Deductions and Year-End Reports

Angel Flight East is a registered 501 (c)(3) nonprofit organization and contributions to AFE 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

Please consult your tax advisor for complete information on what is considered tax deductible

Year-End Reports

- A link to the report is located in the navigation bar on the lower left side of the screen
- The year end report provided by AFE contains the number of mission legs and hours you flew for that year. Any tickets (commercial flights, trains, buses) you purchase will also be included. This report can be used the help you file your taxes
- Click “Print this Report” too view your entire year to date report

MISSIONS

Avail Pending Map

PERSON

Find

SEARCH DISTANCE CALC

GO

Account

Membership Renewal

Tools

Calendar of events

Mission Orientation Pilot Directory

Member Roster

Upload a photo

Reports

File Mission Report

Mission Summary

Year-End Report

Missions Flown

Start Date End Date

Member Information:

ID: 1293
 Commercial Tickets Angel Flight East
 1501 Narcissa Rd
 Blue Bell, PA 19422-2404

The following is a report of the hours you flew on Angel Flight East 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 East in exchange for his/her contribution of these flights which were referred to him/her by Angel Flight East. We provide this report as a record of your charitable contribution to Angel Flight East, a non-profit 501(c)(3) organization. If you have any questions, please contact the office at 215-358-1900 or flight@angelflighteast.org.

Mission Date	# Legs	Air miles	Ground miles	Hobbs	Tickets*	Comment	Expenses
06/22/2023	1			0.0	\$294.44		
06/22/2023	1			0.0	\$100.00		
06/22/2023	1			0.0	\$275.80		
03/12/2023	1			0.0	\$100.00		
03/12/2023	1			0.0	\$299.70		
01/21/2023	1			0.0	\$336.18		
10/18/2023	1			0.0	\$407.08		
11/30/2023	1			0.0	\$381.60		
Total:	8	0	0	0.0	\$2194.80		

* Unreimbursed cost of commercial ticket(s) purchased for passengers

[Print this report](#)

- A new window will appear with a PDF version of your year end report