

# COMMAND PILOT & PASSENGER CARE CHECKLIST

*You've accepted the mission—now let's make it smooth, safe, and welcoming for your passenger.*

## 1. Initial Passenger Contact

- Introduce yourself and exchange contact info
- Have a day-of-mission contact number
- Confirm mission date, time, and destination
- Ask about flying or Angel Flight experience
- Ask about special needs (*oxygen, wheelchair, immune compromise, etc.*)
- Verify passenger/companion and baggage weight
- Discuss pickup details (*time, FBO name, address*)
- Discuss destination address and contacts (*including plans for ground transportation*)
- Set flight expectations (*duration, expected weather, turbulence, etc.*)
- Remind: No toilet on board — limit liquids
- Recommend Items (*sweater/coat, sunglasses, reading material, chargers, etc.*)
- Address any safety concerns or anxiety
- Verify lodging/ground transport arrangements
- Discuss contingencies (e.g., alternate airports)
- Answer any questions
- Schedule a final coordination call
- Notify Angel Flight West HQ of any changes (*passengers, weights, times, luggage, etc.*)

## 2. Day of Flight Preparation

- Check weather/Notams
- File flight plans
- Contact passenger, confirm fitness to fly, review weather and ETE
- Ensure aircraft is clean and clutter-free
- Dress professionally
- Arrive early, greet passenger warmly
- Escort passenger to ramp with a ramp safety briefing

## 3. Passenger Pickup and Pre-Flight Briefing

- Take photos (with permission to take/share)
- Provide a clear, professional preflight briefing:
  - Flight overview (duration/weather)
  - Sterile cockpit
  - What to do in case of emergency

## 4. Passenger Drop-off

- Assist passenger with deplaning
- Confirm all belongings are off the aircraft
- Escort to ground transportation as needed
- If return flight is included, confirm return time/place
- Complete and submit Mission Report

### Recommended:

#### Passenger Comfort Items

- Stepping stool/ladder (foldable)
- Blanket and small pillow
- Disposable earplugs or headset
- Air sickness bags or secure container
- Water bottles
- Light snacks
- Reading material (e.g. magazines)
- Hand sanitizer
- Disposable masks
- Music/SiriusXM via headset
- Small reading light
- Extra charging cords/battery bank
- Extra tablet for entertainment
- Candied ginger (for nausea)



*Angel Flight*  
WEST

**AFW OFFICE: (310) 390-2958**