# 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**