



The Worldwide LGBTQ+  
Aviation Community

# NGPA Local Chapter Handbook

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## Contents

A Note from the Executive Director .....	4
About the NGPA.....	5
Mission.....	5
Our Story.....	5
Membership.....	5
Key Contact Info.....	6
Volunteers for Recovery (VFR) .....	7
Operational Overview.....	8
Board.....	8
Executive Director.....	8
Director of Operations.....	8
Advocacy Advisory Council (AAC) .....	8
Aeromedical Support .....	8
Ally Engagement Committee .....	8
Chapter Support Committee .....	8
NGPA Cares .....	8
Development .....	8
Inclusion Training Team (ITT).....	8
National Events Planning Committee.....	8
Finance Committee.....	9
Governance Committee.....	9
Marketing.....	9
Member Services .....	9
Mentorship Program (Ascend) .....	9
NGPA Family .....	9
Publications Committee.....	9
Scholarship Committee.....	9
Transgender Support Committee .....	9
University Chapters.....	9
Women’s Committee .....	9
Volunteers for Recovery (VFR) .....	9
Organizational Chart .....	10



## The Worldwide LGBTQ+ Aviation Community

Organizational Structure Chart.....	10
Organizational Structure Details.....	10
Our Chapters.....	11
Chapters Map .....	11
List of all chapters .....	11
Chapter Roles.....	12
Local Chapter Director (LCD) .....	12
Membership & Communications Coordinator .....	12
Event Coordinator.....	13
Education & Safety Coordinator .....	13
Chapter Expectations and Guidelines.....	14
Communicating with your Chapter .....	14
Chapter Events.....	17
Event Checklist.....	17
Event Ideas.....	18
Event Registration Forms.....	18
Financial Info.....	18
Sponsorships & Donations.....	19
Marketing Resources .....	19
Marketing Requests.....	19
Social Media Requests .....	19
Style Guides .....	19
Social Media Guidelines.....	19
NGPA Logos.....	20
Chapter Logos .....	20
Letterhead and Email Signature .....	20
Font.....	20
Email Setup .....	21
Web Access .....	21
Adding Your Email to a Device or Phone .....	21
Email Signature .....	21
New Chapter Takeoff Flight Plan .....	22
National Actions:.....	22



Local Actions: .....	22
Starter Kit.....	22
Resources.....	23
Zoom .....	23
Survey & Form Tools .....	23
Registration Software .....	23
Booth Packet.....	23
Signup.com .....	23
More Software and Tools .....	23

## A Note from the Executive Director

Dear Chapter Volunteers,

On behalf of the National Operations Team, thank you for taking on a leadership position within your chapter. The soul of NGPA resides within its dedicated volunteers like yourself who work to deliver our mission to the LGBTQ+ aviation community. For many members, local chapters are the primary outlet to a support system of like-minded aviators, and it is through the support of chapter leaders that members with shared passions can connect. Whether it be through meet ups at a local establishment, touring an air traffic control facility, participating in pride, or beyond, I encourage you to take advantage of the many resources available as a chapter leader, and not to hesitate to reach out for any assistance. My team is available to help and looks forward to supporting our growing family.

Justin Ellixson-Andrews  
Executive Director, NGPA



## About the NGPA

### Mission

Our mission is simple: to BUILD, SUPPORT, and UNITE the LGBT aviation community worldwide.

### Our Story

Over thirty years ago a handful of gay pilots discreetly gathered in Provincetown, Massachusetts. They coordinated their meeting by responding to an ad and agreeing to wear an aviation themed t-shirt in order to identify each other. Anonymity was maintained by not using any last names since they risked losing their jobs or dishonorable discharge from the military for being gay. This was the first NGPA event. It's from these humble beginnings that a global movement was born.

Today, the NGPA is the largest organization of lesbian, gay, bisexual, transgender, and queer aviation professionals and enthusiasts from around the world. Since 1990 our mission has been simple: to Build, Support, and Unite the LGBTQ aviation community worldwide. Through education, social events, and outreach we advance our primary goals:

**PROMOTE** aviation safety.

**PROVIDE** an affirming social and professional network for the LGBTQ aviation community.

**FOSTER** equal treatment of the LGBTQ aviation community through advocacy and outreach.

**ENCOURAGE** members of the LGBTQ community to begin careers in aviation.

### Membership

The NGPA is more than just four letters, it represents an ever-growing community of LGBTQ people with a passion for aviation. New memberships and renewals can be done at [ngpa.org/membership](https://ngpa.org/membership). We require that all volunteers maintain an active membership with the NGPA. Standard memberships have a duration of one year from the point of purchase. In mid-2020 NGPA launched an option for auto-renewal which utilizes recurring charges once every year for the standard membership fee.

- Individual Membership: \$59
- Family Membership (for two people residing at the same mailing address): \$89
- Student Membership (student enrolled in a full-time flight training program at a community college, university, or flight school.): \$25
- Ally Membership (for those who wish to support the LGBT aviation community through the resources of the NGPA): \$59
- Lifetime: \$1,200 (lifetime membership to the NGPA and some special perks)



## Key Contact Info

Contacts - Quick Reference Sheet			
Area/Department	Contact/Email	Slack	PIC(s)
Executive Director	<a href="mailto:justin.ellixson@ngpa.org">justin.ellixson@ngpa.org</a>		Justin Ellixson-Andrews
Director of Operations	<a href="mailto:luke.schneider@ngpa.org">luke.schneider@ngpa.org</a>		Luke Schneider
Operations Coordinator	<a href="mailto:beau.steelman@ngpa.org">beau.steelman@ngpa.org</a>		Beau Steelman
Board	<a href="mailto:board@ngpa.org">board@ngpa.org</a>		NGPA Board
<b>Advocacy</b>			
Advocacy Advisory Council	<a href="mailto:advocacy@ngpa.org">advocacy@ngpa.org</a>		Karl Johnson
<b>Finance</b>			
General Questions/needs	<a href="mailto:finance@ngpa.org">finance@ngpa.org</a>		Alan Miles
Reimbursement (Non-Concur Users)	<a href="#">Click here</a>		Beau Steelman & Treasurer(s)
Reimbursement (Expensify Users)	<a href="#">Click here</a>		Luke Schneider & Treasurer(s)
Treasurer	<a href="mailto:alan.miles@ngpa.org">alan.miles@ngpa.org</a>		Alan Miles
<b>Chapters</b>			
National Chapter Directors	<a href="mailto:chapters@ngpa.org">chapters@ngpa.org</a>		Cole Kerns & Eric Mann
Chapter Leaders	<a href="mailto:chapterleaders@ngpa.org">chapterleaders@ngpa.org</a>		Direct email to all chapter PICs
University Chapters	<a href="mailto:charlie.williams@ngpa.org">charlie.williams@ngpa.org</a>		Charlie Williams
EPAN (Partner Org)	<a href="mailto:europaek@ngpa.org">europaek@ngpa.org</a>		Zac Brown and team
Chapter Pride Participation	<a href="#">click here</a>		Beau Steelman
<b>Membership</b>			
Membership Questions/Needs	<a href="mailto:membership@ngpa.org">membership@ngpa.org</a>	#membership	
Women's Membership	<a href="mailto:women@ngpa.org">women@ngpa.org</a>	#womenscommittee	Stephanie Prybylski
Ally Membership	<a href="mailto:allies@ngpa.org">allies@ngpa.org</a>	#allies	Josh Bain
Transgender Members Support	<a href="mailto:transgender@ngpa.org">transgender@ngpa.org</a>	#transgender	Parker Morgan & Kori Necker
Military Members Support	<a href="mailto:military@ngpa.org">military@ngpa.org</a>		Scott Konzem
<b>Marketing</b>			
Marketing General	<a href="mailto:marketing@ngpa.org">marketing@ngpa.org</a>	#marketing-general	Jacobi Wright & Devin Fry



## The Worldwide LGBTQ+ Aviation Community

Marketing Item Request	<a href="#">Click Here</a>		Luke Schneider
Social Media	<a href="mailto:socialmedia@ngpa.org">socialmedia@ngpa.org</a>	#socialmediaco ntent	Nate Racine
<b>Sponsorships</b>			
Sponsorship Questions or interests	<a href="mailto:sponsorships@ngpa.org">sponsorships@ngpa.org</a>		Brian Gambino & Luke Schneider
<b>Information Technology</b>			
IT Questions or Issues	<a href="mailto:it@ngpa.org">it@ngpa.org</a>		Steve Shanks
<b>Development</b>			
Development Questions or needs	<a href="mailto:development@ngpa.org">development@ngpa.org</a>	#dev_general	Dalton Laine
<b>Events</b>			
National Events (PSP,PVC, Expo, Wings Over)	<a href="mailto:events@ngpa.org">events@ngpa.org</a>	#events, #events-pp, #events-pvc	Alyssa Ciardiello & Dillon Kala
Registration Management	<a href="mailto:registrations@ngpa.org">registrations@ngpa.org</a>		Luke Schneider & Beau Steelman
Live, Silent, and Online Auctions	<a href="mailto:auctions@ngpa.org">auctions@ngpa.org</a>		Luke Schneider
Oshkosh	<a href="mailto:oshkosh@ngpa.org">oshkosh@ngpa.org</a>	#oshkosh	Luke Schneider & OSH Team
Participating Events (NBAA, Booths)	<a href="mailto:luke.schneider@ngpa.org">luke.schneider@ngpa.org</a>		Luke Schneider
<b>Governance</b>			
Governance Committee	<a href="mailto:governance@ngpa.org">governance@ngpa.org</a>		Dristin Rose
<b>Publications</b>			
Contrails	<a href="mailto:publications@ngpa.org">publications@ngpa.org</a>	#content_team #publications	Thom Barbour
<b>Medical</b>			
Aeromedical Support & Questions	<a href="mailto:medical@ngpa.org">medical@ngpa.org</a>		Kent Holiday, Sonny Ruff, Alexander Gerrard
<b>Support</b>			
<a href="#">NGPA Cares</a>	<a href="mailto:ngpacares@ngpa.org">ngpacares@ngpa.org</a>		Emerald Health
Mentorship (Ascend Program)	<a href="mailto:mentorship@ngpa.org">mentorship@ngpa.org</a>		Mentor Leadership Team
Volunteer Interests for NGPA	<a href="mailto:volunteer@ngpa.org">volunteer@ngpa.org</a>		Justin Ellixson & Luke Schneider
Volunteers for Recovery (VFR)	<a href="mailto:vfr@ngpa.org">vfr@ngpa.org</a>		
<b>Scholarships</b>			
Scholarship Committee	<a href="mailto:scholarships@ngpa.org">scholarships@ngpa.org</a>		Miriam Williams
Scholarship Application	<a href="http://ngpa.org/scholarships">ngpa.org/scholarships</a>		
<b>Requests</b>			



## The Worldwide LGBTQ+ Aviation Community

Business cards & metal name badge requests	<a href="#">Click here</a>		Luke Schneider
Reimbursement (non Concur Users)	<a href="#">Click here</a>		Beau Steelman
Marketing item request	<a href="#">Click Here</a>		Luke Schneider & Marketing
Chapter Pride Participation	<a href="#">Click Here</a>		Chapters Team

## Operational Overview

### Board

The [Board](#) serves to guide the organization through ideas, strategic planning, and by creating a vision for the leadership to follow. The Finance, Governance, and Risk Management Committees all serve as board committees that report directly to the board. [Click here](#) to view the listing of current board members.

### Executive Director

The Executive Director reports directly to the board. This role serves as the leadership for the NGPA and facilitates the board's vision in many different aspects of the organization. All operational committees of the NGPA report to the Executive Director.

### Director of Operations

The Director of Operations reports directly to the Executive Director and manages the day-to-day aspects of the organization. The Director of Operations also helps support committees and projects in coordination with committee chairs and leadership.

### Advocacy Advisory Council (AAC)

The AAC works with the Executive Director as well as committees and groups within the NGPA to proactively fight against homophobia and transphobia in aviation.

### Aeromedical Support

A confidential resource for NGPA members with health concerns that could affect their ability to hold a pilot medical certificate.

### Ally Engagement Committee

An operational committee for the support and engagement of straight ally members in the NGPA.

### Chapter Support Committee

An operational committee for support, resources, and community building assistance for all NGPA chapters.

### NGPA Cares

An external partnership and [proactive peer-to-peer support program](#) designed to manage and mitigate the acute stress associated with incidents, accidents, grief, or trauma. Information is kept strictly confidential.

### Development

An operational committee tasked with managing, monitoring, and facilitating donations to the organization, including those which fall under the flight deck and legacy program.

### Inclusion Training Team (ITT)

Every company, airline, school, struggles differently with Inclusion and diversity, and our ITT is a customized team positioned to travel onsite to meet. The ITT was created in 2018 to address the needs of our training to expand beyond summits.

### National Events Planning Committee

An operational committee that plans and oversees our national events: Palm Springs Winter Warm-Up Presented by United Airlines and the Cape Cod Classic.





# The Worldwide LGBT Aviation Community

## Finance Committee

A board committee managed by the organization's treasurer which monitors, maintains, and plans the finances for the organization.

## Governance Committee

A board committee tasked with administration of NGPA bylaws, which supports a healthy system of checks and balances to assure the integrity and responsibility of the Association.

## Marketing

An operations committee in charge of the NGPA social media accounts, branding, and all other organizational marketing.

## Member Services

NGPA member services currently oversees and helps members with account information, membership resources, magazine mailing preferences, and renewals. Membership/member services is an operational function of the NGPA.

## Mentorship Program (Ascend)

A program which pairs experienced mentors with students and mentees looking to seek advice from someone as they navigate their schooling and upcoming career.

## NGPA Family

NGPA Family exists as a resource for current and prospective LGBTQ parents and parents of LGBTQ youth who have an interest or work in aviation. Their goal is to share our experiences as NGPA parents and introduce our children to the NGPA.

## Publications Committee

The publications committee is an operational committee which creates and publishes the *Contrails*

publication. *Contrails* is our larger quarterly print publication.

## Scholarship Committee

The Scholarship Selection Committee is tasked with facilitating scholarships, taking applications for scholarships, and selecting scholarship winners in a detailed and unbiased process. The committee chair then works with leadership and sponsors to facilitate the payment, awarding, and publication of the winners.

## Transgender Support Committee

The Transgender support committee is an operational committee providing support, guidance, mentorship, and advocacy for the transgender aviation community. NGPA also hosts an annual Transgender Social Weekend event.

## University Chapters

The leader for the university chapters program works with the chapters to facilitate the creation, support, and guidance to the chapters as they form and expand.

## Women's Committee

The Women of NGPA is an operational committee that oversees women memberships, provides resources and support, and creates events focused on the women members of NGPA. This includes the NGPA presence at the Women in Aviation Conference held annually.

## Volunteers for Recovery (VFR)

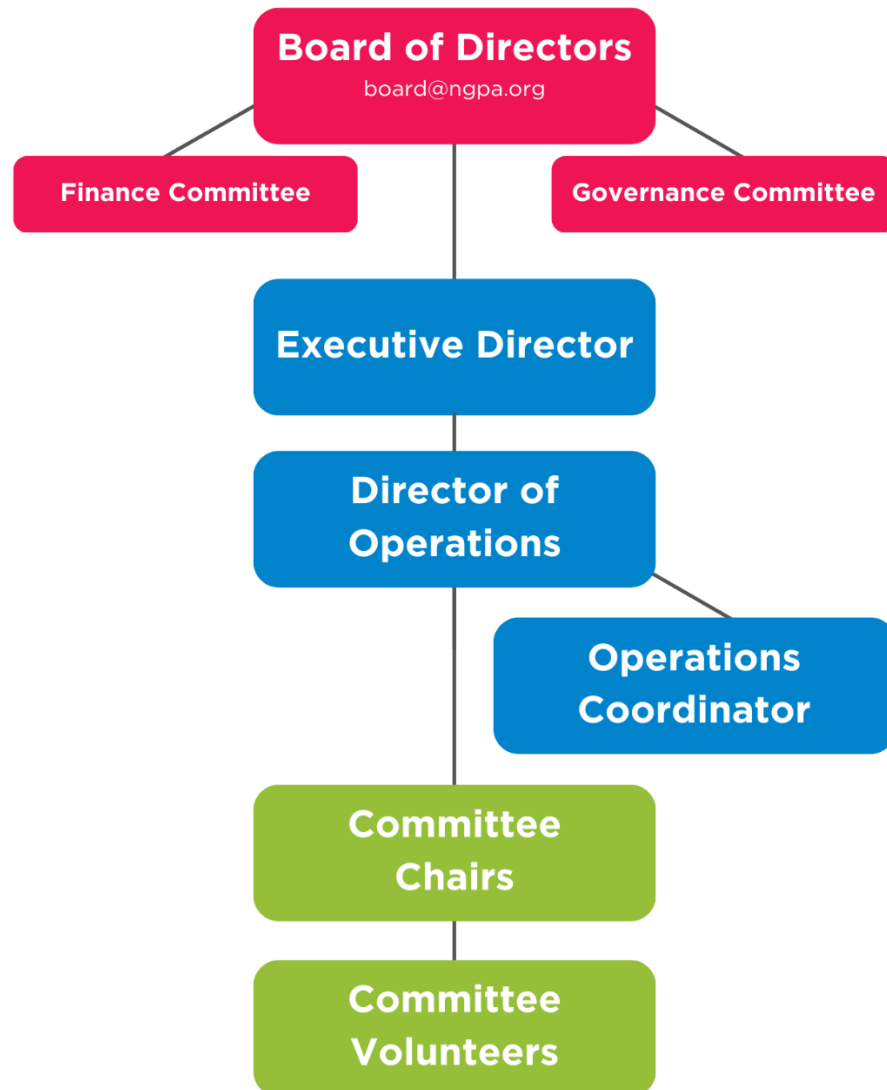
Assistance for those that have questions about substance abuse, addiction, and recovery. All contact is strictly confidential, and pilot volunteers have personal experience in recovery. The group assists members and their families to find the right channels to seek help.



# The Worldwide LGBT Aviation Community

## Organizational Chart

### Organizational Structure Chart



### Organizational Structure Details

- The board oversees and manages the Executive Director role.
- The Executive Director manages all other staff and volunteers directly.
- Board committees (Finance & Governance) are the only committees overseen directly by the board. All other committees are known as operational committees.
- Operational committees are managed by the Executive Director of the organization.
- The Director of Operations and Operations Coordinator support the Executive Director in overseeing all operational committees.



# The Worldwide LGBT Aviation Community

## Our Chapters

### Chapters Map



### List of all chapters

#### Chapter Name

NGPA Alaska

NGPA Arizona - Cactus Flyers

NGPA Atlanta - Stick and Rudder

NGPA Australia

NGPA Boston - New England Flyers

NGPA Canada

NGPA Charlotte - Queen City Flyers

NGPA Chicago - Windy City Flyers

NGPA Dallas - Metroplex Flyers

NGPA Denver - Mile High Flyers

NGPA Houston - Gulf Coast Flyers

NGPA Jacksonville - River City Flyers

NGPA Kansas City Flyers - Heartland Flyers

NGPA Minneapolis/ St. Paul Twin City Flyers

NGPA New Orleans

NGPA New York City - Gotham Flyers

NGPA Ohio - Arch City Flyers

NGPA Orlando - Citris Wings

NGPA Philadelphia - Liberty Fliers

NGPA Puerto Rico

NGPA Sacramento - Capital City Aviators



# The Worldwide LGBT Aviation Community

NGPA Saint Louis  
NGPA San Diego - Lindbergh Flyers  
NGPA Seattle - Cascade Flyers  
NGPA South Florida - Mach1 Flyers  
NGPA Tampa  
NGPA Utah - Wasatch Wings  
NGPA Washington DC - Out on the Runway  
NGPA Wisconsin

## Chapter Roles

Chapter Volunteers fulfill the roles described below. In smaller chapters, the roles can be served by one person, usually the Local Chapter Director. This can create a lot of work for one person, so the framework below offers a breakdown of roles for multiple volunteers.

### National Chapter Director (NCD)

National Chapter Directors act as a hub and resource for chapter leaders to connect, learn, and ask questions. They work on the Org level Operations team and help facilitate questions, resources and needs for chapter leaders.

Eric Mann | [eric.mann@ngpa.org](mailto:eric.mann@ngpa.org)  
Cole Kerns | [cole.kerns@ngpa.org](mailto:cole.kerns@ngpa.org)

### Local Chapter Director (LCD)

The Local Chapter Director serves as the main point of contact between NGPA and the chapter.

- Plan meetings, keep notes, and coordinate with NGPA and other chapters.
- Coordinate and maintain finances for the chapter, manage reimbursements from NGPA, and ensure NGPA Financial Operating Procedures are followed for the local chapter.
- Complete Annual Training.
- Maintain regular contact with National Chapter Directors and NGPA organization.
- Ensure chapter guidelines are followed.
- Recruit and fill local volunteer staff positions
- Maintain annual calendar of events and contact information for the local chapter on the NGPA website and local chapter Facebook group.
- Generally, promote giving to NGPA from the community

### Membership & Communications Coordinator

- Maintain local chapter membership contact list/roster
- Encourage and promote membership renewal and new membership sign-ups within the local community.
- Manage communications for the chapter via email, Facebook, phone calls, and texts.



## The Worldwide LGBT Aviation Community

### Event Coordinator

- Plan and manage local events (Pride, Holiday Parties, etc.) as well any other local-interest events.
- Budget and coordinate with event planning committee for any large-scale events
- Plan and coordinate local Pride involvement, as well as any coordination with other chapters in the region.
- Work with other chapters in the regional to plan, promote, and manage any larger social gatherings.

### Education & Safety Coordinator

- Plan safety and educational events (online or in person) that promotes aviation safety and education within the local community.
- Manage and coordinate connections with local CFI's, FAA representatives, ATC, Aircraft Maintenance people to answer and connect local members with people for guidance in aviation.
- Generally, promote safety in aviation throughout the NGPA community in the local area.



## Chapter Expectations and Guidelines

- Raffles are not permitted as many states have laws against them or require a permit
- Regular engagement opportunities across the chapter to include social and educational opportunities
- At least 4 events or engagement opportunities per year
- Collaboration with fellow local chapter leaders and National Chapter Directors
- Share ideas, information, and successes
- Local chapter participants should be NGPA members
  - Encourage non-members to join NGPA at every event
- Local chapters should not operate their own membership system
- Leadership should participate in regular training with NGPA
- Leadership should conduct themselves in a professional manner
- Mass e-mails to chapter members should only be done through NGPA's email system. Chapter Volunteers should not mass email members from their personal email accounts. This protects the confidentiality and opt-in status of our membership.
- Volunteers act on behalf of the Association. In this regard, they have access to a great deal of information. It is important to maintain the confidentiality of all information to safeguard the integrity of the organization, its members, sponsors, and vendors. Never share membership information with anyone.

## Communicating with your Chapter

Communicating with chapter members can be a challenge. Facebook has been a basic way to announce chapter events, post photos of events and members, and interact with members. One downside of this approach is that not everyone is on Facebook or other social media. Local Chapter Directors are encouraged to use our e-mail and text system to reach local members.

NGPA maintains a database when people sign up to join NGPA. This is how we can send out communications like e-mails and texts. Even if a person's membership has expired, we can still communicate with them. It is important for LCDs and volunteers to encourage attendees at events to join NGPA and for all members to opt in. Using the Chapter Flyer with QR Code is a good tool to encourage event attendees to become full NGPA Members. The Chapter Flyer is available from the Marketing Team.

Follow the steps on the next page for guiding people to register for their local chapter.

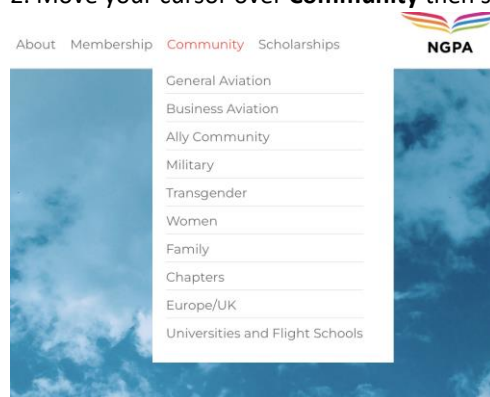


# The Worldwide LGBT Aviation Community

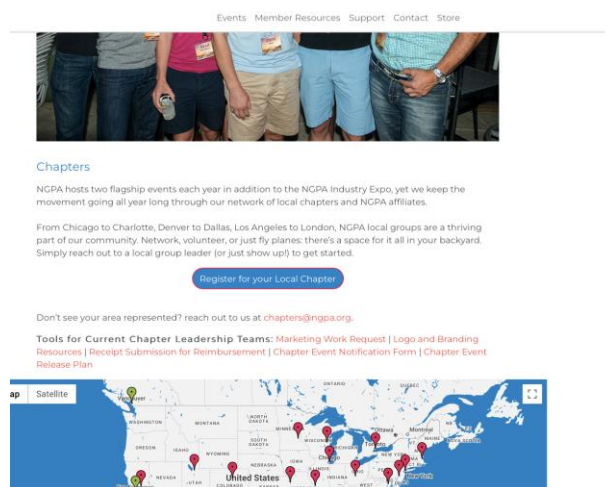
Members can associate themselves with multiple NGPA chapters across the globe.

Instructions for associating with multiple chapters:

1. Log in to NGPA.org
2. Move your cursor over **Community** then select **Chapters**



3. Scroll down and find the blue button that says **Register for your Local Chapter** and select it



4. Select the chapters you would like to register for.

5. Select **Update** at the bottom of the page



## The Worldwide LGBT Aviation Community

Members are opted into email and texts by default when they join NGPA, unless the specified otherwise. Should they have opted out, and want to opt back in – we have Instructions for Opting in to E-Mail and Text:

1. Log in to NGPA.org

2. Select **My Account**

Support   Join Now   My Account

3. Scroll down to the 1st 1/3 of the page and find **Membership Data**

4. Select **Yes** for the following sections:

a. May we contact you by telephone?

b. May we send you email updates?

5. Put a **Check Mark** in the box next to

a. May we send you text messages?

b. I want to volunteer. (If you would like to volunteer)

6. Click **Save**





# The Worldwide LGBT Aviation Community

The screenshot shows the NGPA website's 'Membership Data' form. Green arrows point to the following elements:

- The 'Save bio and privacy settings' button at the top.
- The 'Membership Data' section header.
- The 'May we contact you by telephone?' dropdown menu.
- The 'May we send you email updates?' dropdown menu.
- The 'May we send mail (magazines / correspondence) to your address?' dropdown menu.
- The 'What is the highest degree of education you've completed?' dropdown menu.
- The 'What college or university did you attend?' dropdown menu.
- The 'Are you an NGPA Scholarship recipient?' dropdown menu.
- The 'Are you a (choose all that apply?)' section with checkboxes for:
  - Student Pilot
  - Recreational/PGA Pilot
  - Career pilot 121 or equivalent
  - Career pilot 135 or other
  - Military pilot
  - CFI
  - Other aviation professional (atc, dispatch, etc, etc.)
- The 'Do you own an aircraft?' dropdown menu.
- The 'May we send you text messages?' checkbox.
- The 'I want to volunteer' checkbox.
- The 'How did you hear about NGPA?' dropdown menu.
- The 'Save' button at the bottom.

## Chapter Events

### Event Checklist

- ✓ Work with your chapter leadership team to establish a date that might work best for most of your region.
- ✓ Determine financing, price, and usage of your chapter budget.
  - For 2023 each chapter is allotted \$1,000 for the calendar year
- ✓ Setup and arrange your event details.
  - Location
  - Time
  - Entertaining ideas
  - Event description and details
- ✓ Notify NGPA of your event
  - [www.ngpa.org/chapters-notify](http://www.ngpa.org/chapters-notify)
  - This enables NGPA to send an email to chapter members and place the event on the calendar.
  - When filling out the event notification form, be specific and provide details. This will be inserted directly into the email word for word with little editing to our members. Write it just like you would be sending an email to your local chapter members.
- ✓ Create an event on the chapter Facebook page to extend the invite to your fellow chapter members.



## The Worldwide LGBT Aviation Community

- ✓ Help answer any questions members may have and work to make sure everyone feels comfortable attending. Especially someone who is attending their first NGPA event.
- ✓ Arrive at event early and welcome everyone.
- ✓ Recognize first time event attendees and make them feel welcome.
- ✓ Help connect new people and create a fun enjoyable event.
- ✓ Thank attendees for coming in person and on Facebook after.

### Event Ideas

Some chapters find a regular schedule helpful like 3rd Tuesday of every month, while others alternate between weekdays and weekends so that people who don't get weekdays off or weekends off can participate. The most important thing is to announce the event with plenty of time to allow everyone to adjust schedules or bid off. Remember, not everyone is in the airline industry so the earlier you make the plans, the better.

Ideas:

- Monthly dinner at a local restaurant
- Group get together and meeting place to attend local pride events or a parade
- Picnic in a park
- Fly to a local destination for lunch
- Happy hour get togethers at a brewery
- Holiday/Christmas Party
- Sporting activity
- Bowling
- Morning Hike/walk around a lake or nature preserve
- Tour a flight control tower
- Safety briefing speaker
- *More!*

### Event Registration Forms

Sometimes a chapter may have an event that requires members to register for that event. As an example, you may organize a tour of a local ATC facility and space is limited. We have found that having people register for an event makes it more likely that they will attend. Selecting "Going" on a Facebook event does not guarantee they will actually attend. NGPA uses a program called RegFox for registering people for bigger events. This should not be used for monthly dinners or a simple activity like bowling. RegFox has an app that can be used to track registrations and sign attendees in at the event.

- If requested, NGPA will create RegFox event and send to LCD for review
- NGPA will publish RegFox Event and send LCD an event code to manage the event on the RegFox App

### Financial Info

For 2023 all chapters were allotted \$1,000 with additional funds available by request. \$1,000 will not fund all events in full. Many chapters prefer to make most events pay your own way for the member and then use the funds for room rentals, upfront costs, or for 1-2 larger party events per year – like a holiday party for example.



## The Worldwide LGBT Aviation Community

Please plan your events in accordance with the Travel & Expense policy and through good stewardship of NGPA funds. NGPA chapters are not permitted to hold their own bank account, or accept revenue outside of official NGPA channels.

Alcohol is generally permitted, provided it is brought or paid for by individual members. Some chapters have had a local business sponsor an event and the sponsor has provided or paid for alcohol. This is also permitted. **NGPA funds cannot be used to purchase or provide alcohol unless approval is received from the Operations Team prior, and the alcohol is served by a licensed bartender.**

Please save all receipts and [submit here to www.ngpa.org/receipts](http://www.ngpa.org/receipts) for reimbursement.

## Sponsorships & Donations

At times sponsors or donors may approach your chapter to help support. This is permitted, but please contact the Operations team for support and guidance on sponsor relations. Please do not directly approach NGPA corporate sponsors as many of these organizations have set sponsorship contracts with NGPA. Should a local member wish to solicit sponsorship internally from their employer, that sponsorship may be pursued independently by the member/employee.

Local flight schools, FBO's, and businesses may make great sponsor opportunities for your local chapter.

It is important to understand the difference between a sponsor and a donor. Donors may contribute to NGPA and receive a tax-deductible receipt so long as no goods or services were received for their donation. Sponsors on the other hand often want to see some level of advertising service or logo signage. Due to this sponsorship is **not tax-deductible and a donation receipt cannot be issued.**

## Marketing Resources

### Marketing Requests

If you would like to request flyers, graphics work, print items, a booth presence, or more please use the [marketing request form](#) or email [marketing@ngpa.org](mailto:marketing@ngpa.org).

### Social Media Requests

If you would like to request a social media post or provide content to the main NGPA accounts, please use the [marketing request form](#) or email [socialmedia@ngpa.org](mailto:socialmedia@ngpa.org). The slack channel #socialmediacontent was also created to share photos and content with our social media team.

### Style Guides

The NGPA has established style guides for its logo, branding, and representation on social media. Please [view the marketing Dropbox](#) to access the Brand & Identity Style Guide, and review information on proper representation of the NGPA brand.

### Social Media Guidelines

The NGPA has established guideline documents for those operating NGPA social media accounts. Please [see the marketing Dropbox](#) to review those documents.



# The Worldwide LGBT Aviation Community

## NGPA Logos

NGPA logos and files are available for download from our [Dropbox account here](#).

## Chapter Logos

[Click here](#) for chapter logos

## Letterhead and Email Signature

Letterhead and email signature files as outlined in the Style Guide, are [available in the marketing Dropbox](#) for download.

## Font

Per the style guide, NGPA has a house font called Gotham. The files for this font are available in the marketing Dropbox. Please [click here](#) to access these files. If you frequently work with NGPA documents and document editing, it is highly suggested you install the full font package for free with the above link. Again, please make sure the style guide is being followed for anything coming from the NGPA.



# The Worldwide LGBT Aviation Community

## Email Setup

### Web Access

Once IT has setup your account, and sent you a temporary password, you may login online using any web enabled computer or device at [www.office.com](http://www.office.com). Once at the site enter your full NGPA email address and password to login. NGPA email services are hosted by Microsoft Office 365.

### Adding Your Email to a Device or Phone

Please follow the below steps to setup your email account on an email client app. This can be used on a phone, tablet, or other supporting devices.

#### Microsoft Instructions:

[Apple iOS Mail App](#)

[Apple Outlook Mail App \(recommended for iPhone/iPad\)](#)

[Android Outlook Mail App \(recommended for Android\)](#)

#### iOS Users Mail App:

1. Open you iOS settings app, or any other email app you would prefer to use
2. Navigate to 'Passwords & Accounts'
3. Select 'Add Account'
4. Select the option to add an outlook.com or office365.com account if prompted
5. When prompted enter your login credentials for your NGPA account. Be sure to use your full email address ([example@ngpa.org](mailto:example@ngpa.org))
6. Follow the instruction in the app/window to complete setup of your account
7. Once setup – be sure to create an email signature. For the iOS mail app, this can be done in your iOS settings app. Navigate to Mail>Signature and edit your signature here.

#### Android users Email App:

1. Open your mail application (this may differ depending on what device you are using)
2. Find the option to create a new account
3. Select the option to add an outlook.com or office365.com account if prompted
4. When prompted enter your login credentials for your NGPA account. Be sure to use your full email address ([example@ngpa.org](mailto:example@ngpa.org))
5. Follow the instruction in the app/window to complete setup of your account
6. Once setup – be sure to create an email signature in adherence to the NGPA Style Guide. This option can commonly be found in the setting pane of your mail application.

### Email Signature

NGPA volunteers with NGPA email accounts should be using an approved email signature when communicating with their email account. Please review the [NGPA Brand & Identity Style Guide in the marketing folder](#) for email signature guidance. A .jpg logo file is also available in the Dropbox as well.



## New Chapter Takeoff Flight Plan

The goal of this Flight Plan is to assist in getting a new NGPA Local Chapter up and running. It will give details of administrative actions by NGPA National and the new Local Chapter Coordinator to successfully launch a chapter in a city where there is currently no NGPA Local Chapter.

### National Actions:

1. Identify a Local Chapter Director (LCD) – this can be done by reaching out to the target city or by a member contacting NGPA with interest in starting a Local chapter.
2. Communicate to the potential LCD expectations and duties
  - a. Send Volunteer Handbook and Chapter Handbook
  - b. Volunteer Agreement
  - c. Chapter Event Plan Guide
  - d. LCD Training (to be developed) - how to on events and communications, finance, etc...
3. Zoom Call with LCD and Ops, National Chapter Coordinators (NCD)
4. Local Membership List
  - a. Identify potential local members within XX radius of target city (radius to be defined)
  - b. Provide list to LCD

### Local Actions:

1. Sign volunteer agreement and read materials sent
2. Plan first event and create communications
3. Execute first event

### Starter Kit

<Coming soon>



## Resources

### Zoom

The NGPA maintains a zoom account for use by volunteer and chapters. If you would like to schedule a zoom call, please contact the NCDs or Director of Operations to setup a Zoom Meeting.

### Survey & Form Tools

NGPA has access to various survey tools including Microsoft Forms. Please contact the NCDs or Director of Operations (Luke Schneider) to coordinate the creation of forms or surveys for your chapter.

### Registration Software

If you need to use registration software to manage an event, please contact the NCDs or Director of Operations (Luke Schneider). NGPA has a registration platform called RegFox, which can be used for managing event registration if needed.

### Booth Packet

[Click here](#) to access the most current booth packet.

### Signup.com

Create an account at [signup.com](https://signup.com) if you are looking for an easy way to manage volunteer coverage and hours for an event.

### More Software and Tools

To request access/help with software and tools available to NGPA volunteers, please contact the NCDs or Director of Operations.

- AirTable – data organizational software used by some committees
- Attendify – Event app for national events
- Dropbox – Our file storage system
- Ecwid – online store platform
- FedEx – NGPA shipment and account holder
- Flickr – Photo Storage
- GiveLively – Text to donate system
- Microsoft Forms – Survey Software
- Nationbuilder – Our website backend and membership management software.
- Office365 – Our email system
- PandaDoc – Document signing system
- PirateShip – System for sending mail and postage on a discount and used at the NGPA Office
- Print Runner – Printer often used for events
- RegFox – ticketing system used for events
- Slack – Our messaging system
- SmarterSelect – Scholarship applicant system
- SocialPilot – Social media calendar management
- Square – on site payment terminal system



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- SRFax – Virtual Paper Fax system
- Strawpoll – free and easy way to create simple polls or schedule a meeting
- Stripe – payment processor for credit card transactions via online sources
- UPrinting – printer often used for events
- Zoom – Online meeting software