# Contents

Contents........................................................................................................................................... 2
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) .......................................................................................................... 8
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 ...................................................................................................................................... 9
  Inclusion Training Team (ITT) ........................................................................................................ 9
  National Events Planning Committee ............................................................................................. 9
  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) ....................................................................................................... 10
Organizational Chart ........................................................................................................................ 11
  Organizational Structure Chart .................................................................................................... 11
  Organizational Structure Details .................................................................................................. 11
Our Chapters ................................................................. 12

Chapters Map .................................................................................................................. 12
List of all chapters ........................................................................................................... 12

Chapter Roles .................................................................................................................. 12
Local Chapter Director (LCD) .......................................................................................... 13
Membership & Communications Coordinator ................................................................. 13
Event Coordinator ........................................................................................................... 13
Education & Safety Coordinator ...................................................................................... 14

Keeping Volunteers Informed ........................................................................................ 14
The Brief, Brief .................................................................................................................. 14

On-Boarding New Volunteers .......................................................................................... 14
All Volunteers must: ........................................................................................................... 14
Once the Local Chapter has identified and selected a volunteer for a role: .................... 14

Chapter Expectations and Guidelines ............................................................................. 15
Communicating with your Chapter .................................................................................. 15

Members can associate themselves with multiple NGPA chapters across the globe. ...... 16

Chapter Events .................................................................................................................. 18
Event Checklist .................................................................................................................. 18
Event Ideas ........................................................................................................................ 18
Event Registration Forms ................................................................................................. 19

Financial Info .................................................................................................................... 20
Sponsorships & Donations ............................................................................................... 20

Chapter Pride ..................................................................................................................... 20
NGPA Chapter Awards Program Details ......................................................................... 21
Chapter Event Tracking Spreadsheet .............................................................................. 22
Award Process .................................................................................................................... 22
NGPA Pride Chapter Award Recognition ....................................................................... 23

Marketing Resources ....................................................................................................... 23
Marketing Requests .......................................................................................................... 23
Social Media Requests ....................................................................................................... 23
Style Guides ....................................................................................................................... 24
Social Media Guidelines .................................................................................................... 24
NGPA Logos ..................................................................................................................... 24
Chapter Logos ................................................................................................................... 24
Letterhead and Email Signature ....................................................................................... 24
Font .................................................................................................................................. 24
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
The Worldwide LGBTQ+ Aviation Community

About the NGPA

Mission
Our mission is simple: to BUILD, SUPPORT, and UNITE the LGBTQ+ 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. 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

<table>
<thead>
<tr>
<th>Area/Department</th>
<th>Contact/Email</th>
<th>Slack</th>
<th>PIC(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td><a href="mailto:justin.ellixson@ngpa.org">justin.ellixson@ngpa.org</a></td>
<td></td>
<td>Justin Ellixson-Andrews</td>
</tr>
<tr>
<td>Director of Operations</td>
<td><a href="mailto:luke.schneider@ngpa.org">luke.schneider@ngpa.org</a></td>
<td></td>
<td>Luke Schneider</td>
</tr>
<tr>
<td>Operations Coordinator</td>
<td><a href="mailto:beau.steelman@ngpa.org">beau.steelman@ngpa.org</a></td>
<td></td>
<td>Beau Steelman</td>
</tr>
<tr>
<td>Operations Administrator</td>
<td><a href="mailto:Katie.paulson@ngpa.org">Katie.paulson@ngpa.org</a></td>
<td></td>
<td>Katie Paulson</td>
</tr>
<tr>
<td>Board</td>
<td><a href="mailto:board@ngpa.org">board@ngpa.org</a></td>
<td></td>
<td>NGPA Board</td>
</tr>
<tr>
<td>Advocacy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advocacy Advisory Council</td>
<td><a href="mailto:advocacy@ngpa.org">advocacy@ngpa.org</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Questions/needs</td>
<td><a href="mailto:finance@ngpa.org">finance@ngpa.org</a></td>
<td></td>
<td>Alan Miles</td>
</tr>
<tr>
<td>Reimbursement (Non-Concur Users)</td>
<td>Click here</td>
<td></td>
<td>Beau Steelman &amp; Treasurer(s)</td>
</tr>
<tr>
<td>Reimbursement (Expensify Users)</td>
<td>Click here</td>
<td></td>
<td>Luke Schneider &amp; Treasurer(s)</td>
</tr>
<tr>
<td>Treasurer</td>
<td><a href="mailto:alan.miles@ngpa.org">alan.miles@ngpa.org</a></td>
<td></td>
<td>Alan Miles</td>
</tr>
<tr>
<td>Chapters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Chapter Directors</td>
<td><a href="mailto:chapters@ngpa.org">chapters@ngpa.org</a></td>
<td></td>
<td>Cole Kerns &amp; Eric Mann</td>
</tr>
<tr>
<td>Chapter Leaders</td>
<td><a href="mailto:chapterleaders@ngpa.org">chapterleaders@ngpa.org</a></td>
<td></td>
<td>Direct email to all chapter PICs</td>
</tr>
<tr>
<td>University Chapters</td>
<td><a href="mailto:valarie.meyer@ngpa.org">valarie.meyer@ngpa.org</a></td>
<td></td>
<td>Valarie Meyer</td>
</tr>
<tr>
<td>EPAN (Affiliate Org)</td>
<td><a href="mailto:info@prideinaviation.org">info@prideinaviation.org</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APUK (Affiliate Org)</td>
<td><a href="mailto:hello@aviationpride.org.uk">hello@aviationpride.org.uk</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chapter Pride Participation</td>
<td>click here</td>
<td></td>
<td>Beau Steelman</td>
</tr>
<tr>
<td>Membership</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Membership Questions/Needs</td>
<td><a href="mailto:membership@ngpa.org">membership@ngpa.org</a></td>
<td>#membership</td>
<td></td>
</tr>
<tr>
<td>Women's Membership</td>
<td><a href="mailto:women@ngpa.org">women@ngpa.org</a></td>
<td>#womenscommittee</td>
<td>Stephanie Prybylski</td>
</tr>
<tr>
<td>Ally Membership</td>
<td><a href="mailto:allies@ngpa.org">allies@ngpa.org</a></td>
<td>#allies</td>
<td>Josh Bain</td>
</tr>
<tr>
<td>Transgender Members Support</td>
<td><a href="mailto:transgender@ngpa.org">transgender@ngpa.org</a></td>
<td>#transgender</td>
<td>Parker Morgan &amp; Kori Necker</td>
</tr>
<tr>
<td>Military Members Support</td>
<td><a href="mailto:military@ngpa.org">military@ngpa.org</a></td>
<td></td>
<td>Scott Konzem</td>
</tr>
<tr>
<td>Department</td>
<td>Contact Information</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-----------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Marketing</td>
<td><a href="mailto:marketing@ngpa.org">marketing@ngpa.org</a></td>
<td>Devin Fry &amp; Taylor Rawley</td>
<td></td>
</tr>
<tr>
<td>Marketing General</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marketing Item Request</td>
<td>Click Here</td>
<td>Luke Schneider</td>
<td></td>
</tr>
<tr>
<td>Social Media</td>
<td><a href="mailto:socialmedia@ngpa.org">socialmedia@ngpa.org</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sponsorships</td>
<td><a href="mailto:sponsorships@ngpa.org">sponsorships@ngpa.org</a></td>
<td>Justin Ellixson-Andrews &amp; Luke Schneider</td>
<td></td>
</tr>
<tr>
<td>Information Technology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Questions or Issues</td>
<td><a href="mailto:it@ngpa.org">it@ngpa.org</a></td>
<td>Steve Shanks</td>
<td></td>
</tr>
<tr>
<td>Development</td>
<td><a href="mailto:development@ngpa.org">development@ngpa.org</a></td>
<td>Dillon Washburn</td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Events (PSP, PVC, Expo, Wings Over)</td>
<td><a href="mailto:events@ngpa.org">events@ngpa.org</a></td>
<td>Alyssa Ciardiello &amp; Dillon Kala</td>
<td></td>
</tr>
<tr>
<td>Registration Management</td>
<td><a href="mailto:registrations@ngpa.org">registrations@ngpa.org</a></td>
<td>Luke Schneider &amp; Beau Steelman</td>
<td></td>
</tr>
<tr>
<td>Live, Silent, and Online Auctions</td>
<td><a href="mailto:auctions@ngpa.org">auctions@ngpa.org</a></td>
<td>Luke Schneider</td>
<td></td>
</tr>
<tr>
<td>Oshkosh</td>
<td><a href="mailto:oshkosh@ngpa.org">oshkosh@ngpa.org</a></td>
<td>Luke Schneider &amp; OSH Team</td>
<td></td>
</tr>
<tr>
<td>Participating Events (NBAA, Booths)</td>
<td><a href="mailto:luke.schneider@ngpa.org">luke.schneider@ngpa.org</a></td>
<td>Luke Schneider</td>
<td></td>
</tr>
<tr>
<td>Governance</td>
<td><a href="mailto:governance@ngpa.org">governance@ngpa.org</a></td>
<td>Dristin Rose</td>
<td></td>
</tr>
<tr>
<td>Publications</td>
<td><a href="mailto:publications@ngpa.org">publications@ngpa.org</a></td>
<td>Thom Barbour</td>
<td></td>
</tr>
<tr>
<td>Contrails</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical</td>
<td><a href="mailto:medical@ngpa.org">medical@ngpa.org</a></td>
<td>Sonny Ruff, Alexander Gerrard</td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NGPA Cares</td>
<td><a href="mailto:ngpacares@ngpa.org">ngpacares@ngpa.org</a></td>
<td>Emerald Health</td>
<td></td>
</tr>
<tr>
<td>Mentorship (Ascend Program)</td>
<td><a href="mailto:mentorship@ngpa.org">mentorship@ngpa.org</a></td>
<td>Mentor Leadership Team</td>
<td></td>
</tr>
<tr>
<td>Volunteer Interests for NGPA</td>
<td><a href="mailto:volunteer@ngpa.org">volunteer@ngpa.org</a></td>
<td>Justin Ellixson &amp; Luke Schneider</td>
<td></td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Volunteers for Recovery (VFR)</th>
<th><a href="mailto:vfr@ngpa.org">vfr@ngpa.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Scholarships</td>
<td></td>
</tr>
<tr>
<td>Scholarship Committee</td>
<td><a href="mailto:scholarships@ngpa.org">scholarships@ngpa.org</a></td>
</tr>
<tr>
<td>Scholarship Application</td>
<td>ngpa.org/scholarships</td>
</tr>
<tr>
<td>Requests</td>
<td></td>
</tr>
<tr>
<td>Business cards &amp; metal name badge requests</td>
<td><a href="#">Click here</a></td>
</tr>
<tr>
<td>Reimbursement (non Concur Users)</td>
<td><a href="#">Click here</a></td>
</tr>
<tr>
<td>Marketing item request</td>
<td><a href="#">Click Here</a></td>
</tr>
<tr>
<td>Chapter Pride Participation</td>
<td><a href="mailto:Chapters@ngpa.org">Chapters@ngpa.org</a></td>
</tr>
</tbody>
</table>
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, and school struggles differently with inclusion and diversity. Our ITT is a customized team positioned to travel onsite to meet with leaders of organizations struggling with inclusion and diversity. The ITT was created in 2018 to address the needs of providing training to organizations beyond summits.

National Events Planning Committee
An operational committee that plans and oversees our Flagship Events: Palm Springs Winter Warm-Up, The Cape Cod Classic, and other National events.

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
NGPA 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.
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.
Our Chapters

List of all chapters

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 Cleveland - Rock & Roll Aviators
NGPA Columbus - Arch City Aviators
NGPA Dallas - Metroplex Flyers
NGPA Denver - Mile High Flyers
NGPA Detroit - Motor City Flyers
NGPA Honolulu - Aloha Flyers
NGPA Houston - Gulf Coast Flyers
NGPA Jacksonville - River City Flyers
NGPA Kansas City Flyers - Heartland Flyers
NGPA Las Vegas - Sin City Flyers
NGPA Minneapolis/ St. Paul Twin City Flyers
NGPA New Orleans - Big Easy Flyers
NGPA New York City - Gotham Flyers
NGPA Orlando - Citrus Wings
NGPA Philadelphia - Liberty Fliers
NGPA Portland - Rose City Flyers
NGPA Sacramento - Capital City Aviators
NGPA Saint Louis - St Louie Flyers
NGPA San Diego - Lindbergh Flyers
NGPA Seattle - Cascade Flyers
NGPA South Florida - Mach1 Flyers
NGPA Tampa
NGPA Salt Lake City - Wasatch Wings
NGPA Washington DC - Out on the Runway

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. LCDs have the flexibility to add roles to the organization such as a DE&I Coordinator, Pride Coordinator, or General Aviation Coordinator.
Co-Chairs, National Chapters

The Co-Chairs, National Chapters 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
Cole Kerns | 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 Co-Chairs, National Chapters 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.
- Reside within or in close proximity to the chapter region served.
- 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.
- Conduct membership drives during Local Chapter events.
- Keep local chapter members informed and engaged via newsletters, email, and social media.
- Reside within or in close proximity to the chapter region served.
- Manage communications for the chapter via email, Facebook, phone calls, and texts.

Event Coordinator

- Plan and manage local events (Pride, Holiday Parties, etc.) as well any other local-interest events.
- Keep NGPA informed of events by filling out the Chapter Event Notification Form.
- Budget and coordinate with event planning committee for any large-scale events.
- Plan and coordinate local Pride involvement and any coordination with other regional chapters.
- Reside within or in close proximity to the chapter region served.
- 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 CFIs, FAA representatives, ATC, and Aircraft Maintenance people to answer and connect local members with people for guidance in aviation.
- Reside within or in close proximity to the chapter region served.
- Generally, promote safety in aviation throughout the NGPA community in the local area.

Keeping Volunteers Informed

NGPA has several methods to keep our Volunteers informed of NGPA Operations.

The Brief, Brief

The Brief, Brief is a regular communiqué for NGPA Volunteers, staff, and board members that includes news, reminders, policy and procedure updates, and staff highlights. You will receive this in your NGPA e-mail.

On-Boarding New Volunteers

When a new volunteer is recruited to help with a Local Chapter, the LCD and the Chapter Leadership Team (if available) may meet with the potential volunteer to discuss how they can fit into the organization and what role they will fulfill.

All Volunteers must:

- Be NGPA Members
- Provide a resume
- Sign the NGPA Volunteer Agreement

Once the Local Chapter has identified and selected a volunteer for a role:

- Have the Volunteer apply to an open position via the Volunteer application link here: https://airtable.com/appvQcQWmaBiKIY0a/shru9es5hGyx3XmrJ
- Operations and the Local Chapter Committee will be notified of the applicant and can review as appropriate, and initiate outreach with the LCD and the Applicant.
- After the Local Chapter Team, Operations, and the LCD have determined that they would like to move forward with the individual, operations staff will move them forward in the applicant system. The applicant will then receive an onboarding link where they will submit their information to obtain their NGPA credentials.
- During the onboarding process, the applicant must sign the NGPA volunteer agreement. Once all steps are completed, operations will be notified and will take appropriate actions to establish the volunteer within NGPA’s systems.
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.
- Hold at least 6 events or engagement opportunities per year.
- Collaborate with other Local Chapter Directors and Co-Chairs, National Chapters.
- Share ideas, information, and successes.
- Local chapter participants should be NGPA members of NGPA or encouraged to be members.
- Encourage non-members to join NGPA at every event.
- Local Chapters cannot operate their own membership system.
- Local Chapter Leaders should participate in regular training with NGPA.
- Local Chapter Leaders should conduct themselves in a professional manner.
- Mass e-mails to chapter members are only to be done through NGPA’s email system. Chapter Volunteers are prohibited from using their personal email accounts to mass email members.
  - This protects the confidentiality and opt-in status of NGPA Members.
- 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. We encourage NGPA Volunteers to provide feedback and ideas to improve communications with NGPA Members / Local Chapters.

NGPA maintains a database when people sign up to join NGPA. Members may opt in or out of receiving communications. 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.
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
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
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
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.
  o NGPA’s Fiscal Year runs from October 1st to September 30th.
  o For 2024 each chapter is allotted $1,250 for the fiscal year
✓ Setup and arrange your event details.
  o Location
  o Time
  o Entertaining ideas
  o Event description and details
✓ Notify NGPA of your event
  o www.ngpa.org/chapters-notify
  o This enables NGPA to send an email to chapter members and place the event on the calendar.
  o When filling out the event notification form, be specific and provide details. Pizzaz it up! Make the tone welcoming and friendly while providing all the details for attendance. 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.
  o Some details to consider:
    ▪ Meetup time
    ▪ Directions, Address, and Parking
    ▪ Costs attendees can expect to pay (entry fee, activity fee, will they be buying their own dinner?)
    ▪ If chapter funds are used to help offset costs, let attendees know
    ▪ Is there a dress code, such business casual for touring an airline HQ?
✓ Create an event on the chapter Facebook page to extend the invite to your fellow chapter members.
  o Facebook book offers an Event Chat feature thay may be useful for FAQs and increase attendance by engaging online
✓ 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.
  o Use your Chapter Table Sign to increase visibility
✓ 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.
✓ Upload event photos to NGPAs Google PICS:
  o https://photos.app.goo.gl/TYCfaPQbHnhuhEQQ7

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 2 methods for providing event registration: RegFox and Microsoft Forms.

**RegFox**

- Used only for events that require members to pre-pay
- Costs NGPA to use the service
- Large events
- Payments go directly to NGPA
- Comes with an App and website for tracking registrants

**Microsoft Forms**

- Used for events that require registration, but no payments
- Unlimited use for NGPA
- For events that have limited seating (ATC Tours, etc.)

**Other Event Registration Guidelines**

- When attendance is limited due to the type of event (ATC sometimes limits attendees due to escort requirements), we ask that Local Chapters offer slots to NGPA Members first then non-Members on a standby basis
- Be sure to make the request for a form in your Event Notification.
- For events that require members to pre-pay, NGPA uses RegFox.
- In either system, Chapter Leaders will be able to view and track registrants for the event.
Financial Info

For 2024 all chapters were allotted $1250 with additional funds available by request. $1250 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.

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.** Also, Please do not purchase gift cards with NGPA funds as our auditor is not able to track how these are used.

Please save all receipts and submit here to 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 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.**

Chapter Pride

Recognition is an important part of making volunteers feel valued in an organization. Developing our Local Chapter Volunteers and deepening their commitment to our organization will help keep NGPA a vibrant and relevant organization. By developing an NGPA Chapter Pride Award Program, we can provide Local Chapters with a roadmap to success by defining tangible goals for Local Chapters. A by-product of these goals will be a growing commitment to NGPA and building our membership by recruiting new members and increasing membership levels.
NGPA Chapter Awards Program Details

Each year, Local Chapters conduct a variety of local events. Each of these events will be assigned a points value. Local Chapters earn points to qualify for the NGPA Chapter Pride Award by hosting their various events. There is no limit to the number of Local Chapters that qualify for the NGPA Chapter Pride Award.

Importantly, membership drives will carry the most points. Chapters are encouraged to make NGPA Membership a central component of their Local Chapter Events. This will help grow NGPA and fulfill our mission to Build, Unite, and Support the Worldwide LGBTQ+ Aviation Community.

There will be 3 Flight Levels of the NGPA Chapter Pride Award

- **Concorde Flight Level** – Chapters who have earned the NGPA Chapter Pride Award for 5+ consecutive years.
- **747 Flight Level** – Chapters who have earned the NGPA Chapter Pride Award for 3rd and 4th consecutive year.
- **DC-8 Flight Level** – Chapters who have earned the NGPA Chapter Pride Award for the 1st and 2nd consecutive year.

**Timeline**

NGPA Chapter Awards Program timeline will run from January 1st to December 31st each year. Chapters earning the NGPA Chapter Pride Award will be announced at Winter Warm Up in February.

**Scoring Process**

The NGPA Chapter Pride Awards Program is based on points. Chapters can earn points throughout the year by several means. The overarching goal is to encourage active chapters, membership drives, and community engagement.

**How to Qualify for the NGPA Chapter Pride Award**

The minimum number of points to qualify for the NGPA Chapter Pride Award is:

For 2024: 300

For 2025: 400 (see Scoring Note 5 below)

Points will be awarded in the following manner:

- Chapter Dinners, Happy Hours, Brunches, etc. – 20 points
- Chapter Educational events (ATC Tours, Airline Operations tours, Museum Visits, Airshows, etc.) – 25 points
- Chapter Social events (Holiday Parties, Bowling, participating in Pride by tagging along with another organization, etc.) – 20 points
- Community Engagement events (Girls in Aviation Day, supporting local LGBTQ+ organizations, local flight school events, other community engagement events) Supporting other aviation groups at local events such as OABP...etc. – 25 points
• Pride event participation (having an NGPA booth or walking in a Pride Parade as a registered participant – not tagging along with another organization) – 30 points

Starting on January 1, 2025

• Signing up a new NGPA Member – 35 points
• Signing up a Lifetime Member – 45 points
• Signing up a Flight Deck Member or Leveling Up a Flight Deck Member – 50 points

Scoring Notes:

1. When there is an educational or social event followed by a dinner, points will be awarded for both events totaling 45 points.
2. Membership renewals will not count for points unless that member has been inactive for at least 12 months.
3. Membership points will be cumulative. For example, if there is a new member who signs up as a Lifetime and Flight Deck Member the chapter will get credit for all 3 segments totaling 130 points.
4. When a question arises about scoring, the NGPA Executive Director, Operations Director, or their designee will decide how points will be awarded. The preference is to give points to encourage participation.
5. For 2024, the total points required is 300. Starting in 2025, the points required will be 400. The reason for this is to give NGPA Operations time to develop a process to award Chapters points for membership signups and upgrades.

Membership Signup & Upgrade Tracking

To be developed.

Chapter Event Tracking Spreadsheet

Chapters can use the provided Points Tracker spreadsheet to track their points. For 2024, NGPA has created an automated leaderboard that uses event submissions to calculate points.
NGPA Operations and the Co-Chairs, National Chapters will tally chapter points. Chapters must submit their events using the established Chapter Event Notification Form to receive credit for the event.

**NGPA Pride Chapter Award Recognition**

Each Local Chapter that earns enough points to qualify as for the NGPA Pride Chapter Award DC-8 Flight Level will:

1. Receive an additional $100 in Chapter Funds
2. Be recognized at NGPA Flagship Events
3. Be recognized in NGPA publications
4. Receive a ribbon on their Flagship Event name badge
5. Receive an NGPA Chapter Pride Award T-Shirt

Each Local Chapter that earns enough points to qualify as for the NGPA Chapter Pride Award 747 Flight Level will:

1. Receive an additional $150 in Chapter Funds
2. Be recognized at NGPA Flagship Events
3. Be recognized in NGPA publications
4. Receive a ribbon on their Flagship Event name badge
5. Receive an NGPA Chapter Pride Award T-Shirt
6. Receive an NGPA Chapter Pride Award Luggage Tag

Each Local Chapter that earns enough points to qualify as for the NGPA Chapter Pride Award Concorde Flight Level will:

1. Receive an additional $200 in Chapter Funds
2. Be recognized at NGPA Flagship Events
3. Be recognized in NGPA publications
4. Receive a ribbon on their Flagship Event name badge
5. Receive an NGPA Chapter Pride Award T-Shirt
6. Receive an NGPA Chapter Pride Award Luggage Tag

**Notes:**

1. To be considered a part of the winning Local Chapter, an NGPA Member must have their local address withing 75 miles of the winning city. Exceptions will be on a case-by-case basis.

**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](mailto:marketing@ngpa.org) or email 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](mailto:marketing@ngpa.org) or email 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.

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.
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. 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)
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)
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**
- Acrylic table sign for inserts (8½” x11”)
- 100 NGPA name tag stickers
- 50 Rainbow Airplane Necklaces
- 50 NGPA Stickers
- Other NGPA Swag, if available
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 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
- 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