

Welcome Home A Hero

Every day more than 100 soldiers pass through DFW Airport on their way home for two weeks of well-deserved rest and recuperation (R & R). DFW Airport is proud to assist these members of the armed forces as they return home from their service in Iraq and Afghanistan. One flight of returning soldiers lands at DFW every day and the warm welcome provided by volunteer greeters begins the troops' visit on a high note.

DFW has assisted thousands of men and women since the first R & R flight arrived in November of 2004. Members of the community are invited to greet the arriving troops at the Airport and to continue this proud tradition of supporting the U.S. Armed Forces.

Past participants include corporations, youth groups, schools, civic organizations, religious groups, and individuals. Refer to the following pages to learn how to Welcome Home A Hero!

**Meet and Greet the Troops - R&R FLIGHTS (Rest and Recuperation)
DFW AIRPORT**

Updated 5/19/2010

The R&R Program started to meet and greet the troops to encourage and support our deployed military. Anywhere from 150 to 250 troops come through DFW airport each day on their way home for a two-week R&R (Rest and Recuperation). One flight arrives daily at DFW and one departs each day. A small portion meets their families here but the majority will catch connecting flights home. Volunteers gather each day to welcome these troops off their flight, thanking and encouraging them for their service to our great nation.

We have many faithful individuals who come almost every day and deem it a privilege to be there; yet still, many more are needed to make this program even better. Our primary need is for businesses, clubs, churches, organizations and chambers to adopt a week and bring their employees, friends, family and communities to participate. We are so grateful for the many who have participated in the past and look forward to meeting many more of you in the future. If a week is not possible, you may adopt a day or a weekend, or which ever works best for your organization.

All are welcome to come and participate in the R&R Program. To learn of expected flight arrivals, call 972.574.0392 for a recorded message. You may call after 8:30 p.m. at night up until the flight arrives the next morning. Though most flights are expected to arrive between 7:00 a.m. and 9:00 a.m., the key is to be flexible as this does change, sometimes even at the last minute. Please know that the Military does their best to keep us informed. You will want to check the recording several times in the morning before coming to the airport. The troops arrive at Terminal D, Gate 22. You may park in the lot located on the ground level. You will walk across to greet the troops in the Arrival Hall. Parking passes will be issued as you arrive so there is no parking fee or charge to your toll tag (toll tags must be taken down before entering the airport, since we are unable to reimburse toll tags).

Thank you for supporting our men and women in uniform. If you have a group of 20 or more-- business, club, civic organization or chamber and need further information, please e-mail heroes@dfwairport.com or call Christene Wheeler. For additional needed help, you may call Donna Cranston, the on-site coordinator.

Thank You For Supporting Our Troops!

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Donna Cranston
Meet and Greet Coordinator
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Check List For Coordinators

**All coordinators are urged to participate once at the meet and greet prior to their scheduled week. It will be helpful for your planning! **

Before Arriving at DFW

- **R&R Update Hotline:** Call the R&R update line at **972-574-0392** for an estimated time of arrival. Flights are scheduled to arrive between 7 am and 9 am. Calling the hotline the evening before after 8:30 pm, as well as several times in the morning helps determine if there are any delays.
- **Signs:** Homemade signs are welcome. You will need to take them with you when you leave since there is no where at Terminal D to store them.
- **Food:** Welcome treats or goodie bags are permissible (Phone cards and gum work the best). Simple is best! Please note there are approximately 200-275 soldiers arriving daily. **NO Home baked items are allowed. Only prepackaged items will be allowed. Soldiers are not allowed to accept them. This is per the military.**
- **Water:** Bottled water is a big hit as most of the soldiers are connecting to other flights and need the thirst quenchers. You do not need to bring ice or coolers. Bring your water and give it to Donna Cranston and she will ice it down for the next day.
- **Supporters:** Encourage businesses and families to come to *Terminal D* and wear patriotic colors. Also, veterans should be encouraged to participate.
- **Phone Tree:** A phone tree is often helpful for you to update your volunteers in case of any last minute changes that would need to be communicated.

Arrival at DFW –Preparation

- **Time allocated:** Volunteers need to plan two hours for this program for driving, parking, set up, greeting and return. You can park across from the entrance in the two hour parking at Terminal D, Gate 22—stay on ground level. Parking vouchers will be available upon arrival.
- **Flags:** There are some flags available to you, but please return for later use.
- **Food:** Your food items or goodie bags are to be placed on the tables that are between the two entrance doors. Please have assigned people to pass them out. This should all be done at the doors or if weather permits outside.
- **Water:** Coolers will be set outside near the buses or at the door as they leave. This allows the soldiers to take what they need. At least one volunteer will be needed to help pass out the water to the soldiers.
- **Helium Balloons:** If you would like to bring balloons to help decorate, only Mylar balloons are allowed – **NO regular helium balloons**, please.

Soldiers Arrival – DFW

- **Families of Troops** are to line up in front, all the other volunteers on either side of the barriers behind family members. Veterans are up front to greet the troops!
- **Keep aisles wide and clear:** The Volunteer Group Leader should work with onsite coordinator to keep the aisle clear. The objective is to welcome the soldier but not encumber their progress to their connecting flight.
- **Cell phones:** You are welcome to offer troops cell phones to call home as they arrive. The best place to do this is outside as they wait for their buses.

The Clean-up Process

- **Signs:** All the signs need to be take home with you. There is no storage in Terminal D.
- **Flags:** A box is available for their storage however re-supplying may be needed.
- **Food:** Any food left over can be donated to Operation R&R or to the USO. Military are in the airport all day and this is welcomed by the USO. Onsite coordinator will work with you regarding this.
- **Thanks for your help.** If Coordinators need information, please email heroeswelcome@dfwairport.com.

COMMUNITY R&R SUPPORT LINK

A. Flight Information:

a. Inbound Flights:

- i. Location: Terminal D, Gate D22, lower level International arrivals
- ii. Planned Arrival Times: 0800 (8 a.m.) depending on the carrier of the day.
- iii. Updated Flight Information: call 972 574 0392 after 2000 (8 p.m.) for automated update on next day's flight; then after 0600 (6 a.m.) for automated update on current day's flights. Please call prior to your departure to DFW Airport for any updates on arrival.
- iv. Approximately 100-250 passengers per flight.

b. Outbound Flights:

- i. Manifest is at 1200 (12 p.m.) daily, Terminal B, Gate B14, outside security.