

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

Updated 12/11/2006

The R&R Program started to meet and greet the troops to encourage and support our deployed military. Anywhere from 200 to 240 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 p.m. at night up until the flight arrives the next morning. Though most flights are expected to arrive between 8:30 a.m. and noon, 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 arrivals parking garage in the "2 hour parking". You will walk across to greet the troops in the Arrival Hall. Parking passes will be issued as you arrive so you there is no parking fee or charge to your toll tag.

Thank you for supporting our men and women in uniform. If you have a group of 15 or more-- business, club, civic organization or chamber and need further information, please e-mail [heroes@dfwairport.com](mailto:heroes@dfwairport.com) or call Christene Wheeler. For additional needed help, you may call Linda Robinson, the on-site coordinator.

Thank You For Supporting Our Troops!

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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 have arrived as early as 7 am and as late as 11 pm. Calling the hotline the evening before after 8 pm, as well as several times in the morning helps determine if there are any delays.
- **Signs:** Homemade signs are welcome. You are welcome to leave them and the onsite coordinator will see that they are displayed.
- **Food:** A welcome treat or goodie bags are permissible. Simple is best! Please note there are approximately 150 soldiers arriving daily. **NO** Home baked items are allowed. Only prepackaged items will be allowed.
- **Water:** Bottled water is a big hit as the majority of soldiers are connecting to other flights and need the thirst quenchers. You do not need to bring ice or coolers.
- **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-- 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 curved wall 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 can be stored in the closet.
- **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](mailto:heroeswelcome@dfwairport.com).