

Advance Team checklist

Prior to Flight - during Wednesday PM Crew meeting

Obtain bus and safety bags for trip from Legacy storage room
 Get candy/snacks for bus bags from Eric Young (Jean Kelly prepares them)
 Obtain bus signs from Eric Young
 Obtain preliminary safety equipment needs (O2 concentrators and/or bus tanks, CPAPs, walkers, Geri chair) with Safety leaders
 Obtain numbers of veterans needing to use bus lifts from Safety leader (lockdowns and lifts w/pivot)
 Get preliminary wheelchair count for trip

Prior to Flight - before Friday departure

Print 2 check-in lists: 1 for Sunday breakfast and 1 for Boarding passes
 Obtain Southwest Manifest from Eric for use when picking up Saturday boarding passes
 Get final count of lunches/water (~12 cases) expected from Arby's from Advanced Team Lead (Bobby)
 Confirm final numbers of veterans needing to use bus lifts from Safety leader (*lockdowns and lifts w/pivot*)
 Obtain dietary needs from Safety for the Saturday PM banquet
 Obtain final list/room #s for vets needing special equipment (distilled water, walkers, O2 concentrators, Geri chair)
 If rain is in forecast, contact BWI Hilton to set aside old towels they plan on getting rid of
 Check Master schedule for other hubs arriving near our time (Columbus!)
 Thursday: Obtain any last minute changes to mission documents

Friday in Baltimore

Obtain snacks, sports drinks and distilled water from Hotel office
 Obtain portable O2 concentrators/hoses/cannulas from Hilton storeroom. There should be 3-5. Confirm they work!
 Obtain any requested mobility equipment (walkers) from Hilton storeroom
 Check Hilton storeroom for 2 blue coolers: If they are in storage, ask BWI Hilton desk staff to fill them with ice (or we can fill) early Saturday am.
 If not, confirm with Ace that he has them and will bring to airport w/ice.
 Confirm with BWI Ground Crew (Glenn): # of coolers (3 big, white coolers), water, O2 tanks needed, flight arrival time
 Confirm with Ace: arrival time on Saturday AM, blue coolers, ice/water stop (Lincoln), Coffee stop (Air Force)
 Confirm with Eyre bus drivers: arrival time on Saturday AM
 Review banquet set up, # dinners & special dietary needs with Hotel Staff
 Review last minute room changes (room list accuracy) with Hotel Staff
 Request an ADA room for 1 Advanced team member with Hotel staff (in case a vet needs it)
 Confirm POW/MIA table is set up in banquet room
 Obtain some extra snacks / spoons from AM buffet (cereal, yogurt, bananas)
 Tape Vet's name and Room # on special equipment (O2, distilled water bottles, walkers)
 Fill red, safety bus bags: snacks, candy. Each team member carries bus driver snacks

Saturday Morning

Bring red/orange bus bags, coolers and drinks to BWI airport prior to flight arrival
 Make contact with BWI ground crew: receive water, big coolers/ice and O2 tank(s) from Glenn
 Call buses to arrival curb (Lower level)
 Accept lunches/water from Arby's (place special dietary needs together in one box/on one bus)
 Coordinate with Ace: (1) additional ice for coolers - if it's hot, late AM at Lincoln, (2) Coffee - PM at Air Force
 Wipe down bus with anti-bacterial wipes (seat arms and overhead baggage ledges)
 Prepare Bus: AC/Heat/Fans on, seat arm rests up, lockdowns confirmed by Bus
 Place a new trash bag to collect garbage in back of bus (found in bus bags)
 Place two bottles of water at every pair of seats on ledge or in cupholders
 Tape Bus signs on each Bus door
 Place lunches, coolers, extra drinks/water under bus
 Greet flight, board and get wheel chair count prior to departing BWI
 Confirm stops w/trip leader: (1) additional ice for coolers - if it's hot, late AM at Lincoln, (2) Coffee - PM at Air Force

Saturday Afternoon

At Navy Yard: Distribute lunches and clean up with Bus Assistants
 Meet up with Ace: (1) additional ice for coolers - if it's hot, late AM at Lincoln, (2) Coffee - PM at Air Force
 Have a bus drop off 2 advanced crew members @ BWI to get Sunday boarding passes (Upper level)
 Meet with Southwest Group Sales to get boarding passes printed: confirm spelling and that all are printed
 Take BWI shuttle back to BWI Hilton
 Third Advanced crew member goes back to the hotel with vets/crew
 Empty the buses with the mission and safety assistants: Mark and Ollie will advise which buses will return on Sunday; the other bus needs to be empty
 Place coolers outside the Hilton storage room so vets/guardians can take a water while entering the hotel
 Empty all coolers: 3 white coolers stay on buses for Glenn on Sunday, 2 blue coolers stay in Hilton storage
 Extra water should be placed in Wegmans recycleable shopping bags
 1 red safety bag should be placed in Hilton storage room in case Safety team needs supplies, all orange bus bags stay on buses
 Special equipment needs (Distilled water, O2, walkers) obtained on Friday should be distributed by safety team

Sunday

Hang Bus signs for luggage placement in the lobby while Veterans eat breakfast
 Distribution of boarding passes as Veterans/Guardians come for breakfast - will serve as sign-in
 Coordinate lunch delivery at BWI with Ace
 Pack water/snacks on first bus leaving for BWI. Take thru TSA @ BWI
 Assist Southwest personnel in placing luggage tags on wheelchairs
 Count wheelchairs going thru TSA and again at gate w/Mission Assistant
 Obtain lunch from Arbys, OK to go through TSA
 Assist in handing out lunch, snacks and water at gate
 Check the Bus and Safety bags in at the Gate
 Assist Safety lead in the jetway while deplaning in ROC