

## Villages Honor Flight VHF Vocabulary

**This document was updated on November 1<sup>st</sup>, 2017. If you know of a term that should be here but is not or have found some awkward passage or just an error, please contact the vocabulary project coordinator (see last page)**

<b>Term</b>	<b>Meaning</b>
AES Encrypt	The software VHF has agreed to use for encryption. It is free and runs on any PC or MAC.
American Legion Post 347	The American Legion Post covering much of the three-county (Lake, Sumter, Marion) area. With over 6,000 members, it is the largest in the world. Post 347 has provided <a href="#">fiscal agency</a> and the physical facilities for all <a href="#">Send Offs</a> and <a href="#">Home Comings</a> . Post 347 has been critical to VHF's success
Assessment, Guardian	See <a href="#">Guardian Assessment</a>
Assessment, Missions	See <a href="#">Mission Debrief</a>
Assessment, Staff	See <a href="#">Flight Staff Assessment</a>
AVATAP	Any Vet, Any Time, Any Place – the abbreviation for the current VHF policy regarding which vets are allowed to participate, i.e., any vet
Board of Directors	VHF is a corporation and has a managing Board. The Board is responsible for policy and direction and ultimately anything VHF does. The day-to-day management of VHF operations has been delegated to the <a href="#">President</a> .
Bus Captain	The flight staff member who manages a particular bus for a given mission. All squads on that bus report to that bus captain. It is one of the rungs on the <a href="#">flight management ladder</a>
BWI	Baltimore-Washington International Airport. The vast majority of VHF flights have flown in/out of BWI. BWI is the preferred HF airport in DC because of the great support they provide (wheel chairs, O2 and water are free; charging of O2 concentrator is free).
CFO	(Chief Financial Officer) is the VHF Board Officer in charge of all finances with VHF
Chairperson of the Board	The head of the <a href="#">Board of Directors</a>
Charter Project	VHF has flown commercial since its first flight in 2012. The size of missions has increased from 25/25 to the present 40/40. 50/50 was tried with less than stellar results. VHF has considered flying charter several times in the last few years but decided against it for various reasons. A current project is underway to fly charter the last mission of 2017. <a href="#">More ...</a>

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Clown Alley 179	The Villages Clown Alley is a group of Villagers who dress up as clowns to provide fun and entertainment at various venues in and around The Villages. Clown Alley performs at most VHF Home Comings.
Communications/Media Coordinator	The Communications and Media Coordinator is the person who deals with all formal outside communications and with the media. All press releases go through the C/M Coordinator.
CPR, CPR Classes, CPR Requirements	Cardiopulmonary resuscitation (CPR) is a lifesaving technique useful in many emergencies, including heart attack or near drowning, in which someone's breathing or heartbeat has stopped. One of the reasons that The Villages has a much better than average recovery rate from heart attacks is because so many people are CPR trained. VHF offers no cost CPR training monthly. VHF <u>requires</u> that any guardian have an up-to-date CPR certification card.
Data Flow, Mission	A substantial amount of data is involved in each mission. It starts with the basics, e.g., mission size, flight date, etc., but new data is pouring into the official data coffers all the time and it is sometimes difficult to keep track of where things are. The single source concept used by VHF is absolutely critical to smooth operations; otherwise no one knows what version of data they have. <a href="#">More ...</a>
Data Flow, Non Mission	In addition to the substantial amount of information involved in a mission, some of that plus other data is involved in non-mission operations, so the synchronization of data becomes even more complicated. <a href="#">More ...</a>
Data Meister	An informal term used with VHF for the person responsible for all/most of the official data. The term is being phased out in favor of <a href="#">Data Processing Administrator</a>
Date Format	<p>Most Americans use the mm/dd/yy date format. For example, May 24<sup>th</sup>, 2017 would be written 5/24/17. Anyone from any other country (or the US military) would use 24/6/17 or 2007/05/24. Not much of a problem trying to figure out what the 5/24/17 means, but how about June 10, 2017. Americans would write 6/10/17. People outside the US would interpret that as Oct 6, 2017.</p> <p>Within VHF we will use an unambiguous date format. Does not matter what it is as long as <b>anyone</b> knows what it means. That probably means writing the month as a three letter abbreviation. 24-May-2017 should be clear to anyone. If in doubt, use that format.</p>
Dayton HF	The original HF hub out of Dayton. They have flown at least 100 flights since 2005. Their approach is much more "get the vet to DC and back" than the broader experience VHF seeks. Mark Erdrich flew with Dayton in the spring of 2012 to see how they operated. The idea of squads was taken directly from Dayton HF

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DCA	Reagan National Airport, DC. We have flown in/out of Reagan twice with mixed results. They do not have the strong support team like BWI (wheel chairs and O2 bottles and water have to be arranged with outside vendors) but they have an excellent meet-and-greet, and good entertainment (BWI offers little in the way of entertainment)
DD214	The Department of Defense Release from Active Duty form. Prior to the creation of the DD, each service branch had their own forms for active duty release (probably 35 forms in total). This form is the official document that verifies the service period and discharge type for anyone that served in the military. It also provides other vital information regarding one's military service.
Donation Levels	VHF has a donation levels program whereby donations are categorized depending on amount. Certain benefits are available for each donor at certain donation thresholds. <a href="#">More ...</a>
Donation Mechanisms	Individual, businesses and organizations can donate to VHF in various ways, on-line, cash, check, gifts in kind. <a href="#">More ...</a>
DPA	Data Processing Administrator: the DPA is a staff position within VHF reporting the VP of Admin and Development. The DPA is responsible for all data processing activities within VHF. <a href="#">More ...</a>
Email Rules	Email is the primary means by which we communicate within VHF. To minimize email overload, and clarify email subject, the following rules have been established: <ul style="list-style-type: none"> <li>▪ All VHF-related emails with have <b>VHF</b> as the first three letters of the subject line</li> <li>▪ Heavy use of REPLY ALL is discouraged; try to include only those people who have a need to know</li> <li>▪ Do not append info not relevant to the subject to an email. Start a new email with the correct subject.</li> <li>▪ If you are the addressee of an email you are expected to reply or take action. If you are copied, it is for your info and no further action is required on your part.</li> </ul>
Email Verification	A feature built into both Vet Extract and Guardian Extract that allows the user to check if one or more email address are likely valid. If any are questionable, the process provides information on how to do an on-line check which is typically 99% accurate.
EMT	Emergency Medical Technician. Flight staff that operate as first responders vs. nurses
Eyre Bus	The DC-based bus company VHF has used for most missions. Eyre was selected for M01 based on the recommendation from Dayton HF.

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FAR	<p><b>Fly Again Request</b>, i.e., a guardian application to fly again. The person desiring to fly again fills out a very simple form (we assume that little has changed). From a data entry perspective, the current Guardian Extract has the ability to automatically generate the FAR entry. The user simply highlights a previous row for that guardian and clicks on the FAR button. A new entry is generated with relevant information; all info for that entry which is now old is deleted. The process saves considerable time and guarantees accuracy.</p>
FD	<p><b>Flight Director</b>. The person in charge of a given mission. The FD may choose to delegate some or much responsibility but is ultimately responsible for every element of the mission.</p>
FD Checklist	<p>A fairly long and comprehensive checklist started in 2012 and continuously updated that identifies just about every task required (and when to be completed) by the FD/MXO for a successful mission</p>
Fees, Flight	<p>The fee for a guardian or staff member for a given mission. <a href="#">More ...</a></p>
Fit to Fly (F2F)	<p>A form required of <u>all</u> vets and <u>any</u> guardians or staff who will be age 71 (or over) on Flight Day. The form will be provided and must be signed by a physician. The form is valid for 6 months from the date the doctor signs it.</p>
Flags of Our Heroes	<p>A special program for the families of deceased WWII, Korean War and Vietnam War vets. A picture of the vet and appropriate title of the vet is displayed along with a period correct American Flag at the relevant memorial. A picture is taken of the setup and sent to the vet's family along with a certificate of the event.</p>
Flight	<p>The flight is the element within the <a href="#">mission</a> where vets are flown to DC and back or when they participate in the <a href="#">Flightless Program</a>. The flight starts with a <a href="#">Send Off</a> and culminates with <a href="#">Home Coming</a>. It is probably the most important element of the mission, but it is just one element.,</p>
Flight Itinerary Spreadsheet	<p>A comprehensive spreadsheet that helps the FD build a good working itinerary for the flight. Created in 2012, it has been updated numerous times. <a href="#">More ...</a></p>
Flight Management Ladder	<p>VHF has a specific and well defined process by which a person can move up the flight management ladder, ultimately becoming a flight director. <a href="#">More ...</a></p>
Flight Medical Team	<p>A combination of trained EMT's and RN's who fly to Washington, DC with the Vets to assure their safety and well-being during the Mission.</p>
Flight Staff Assessment	<p>Monitoring how we are doing so we can identify problems and get better is a part of how VHF operates. The process for monitoring flight staff performance is not as formal as that for guardians but we do note flight staff problems and take remedial action when necessary.</p>

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Flightless Program	The Flightless program was created in 2014 for vets who could not fly. As much as possible of the “real thing” is simulated with shortened bus trips, real <a href="#">TSA</a> security screening, real SW ticket collection, video simulation and meet-and-greets using local <a href="#">volunteers</a> .
Fubar	A military term that describes an operation or project that has gone astray.
Fund Raising	Any activity managed by VHF or by others where the ultimate goal is to raise funds for VHF
Fund Raising Rules	As a not for profit Florida corporation, VHF must follow certain rules regarding fundraising.
GOAA	Greater Orlando Aviation Authority is the oversight organization for Orlando International Airport. It is their responsibility to ensure that the infrastructure works as it should and that all organizations resident to the airport, e.g., TSA, airlines, etc., function smoothly within the airport envelope.
Goals, Financial	In addition to the obvious financial goals for any organization, VHF has two Board Level goals: <ol style="list-style-type: none"> <li>1. Keep admin cost to less than 10%.</li> <li>2. Have sufficient cash on deposit such that if donations were to suddenly stop, VHF could still fly all vets currently on the waiting list.</li> </ol>
Goals, General	VHF does not have a formal, written down, set of goals; rather it has several guiding principles: <ol style="list-style-type: none"> <li>1. It’s all about the vets – anything we do should focus on providing the best experience for the vets</li> <li>2. It’s never about us – nothing should be done for our benefits that might diminish the experience for all vets</li> <li>3. Play by the rules all the time – we do not deviate from our policies except under very unusual circumstances and will document such deviations; we play no favorites and do not allow politics or special finances to influence what we do or how we do it.</li> </ol>
Green Shirts	A very capable group of DC-based HF volunteers that assist all HF coming into or departing <a href="#">BWI</a>
Ground Coordinator	The person responsible for all ground activities: everything on flight day until the bus is loaded ( <a href="#">Send Off</a> ) and on its way to DC and everything at <a href="#">Home Coming</a> from the time the bus arrives until completion.
Guardian	A <a href="#">volunteer</a> who is assigned to a given flight with the sole responsibility of looking after his/her assigned vet.

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Guardian Assessment	Monitoring how we are doing so we can identify problems and get better is a part of how VHF operates. Knowing how well guardians are doing <u>generally</u> helps us understand if our training is adequate. Knowing how well individual guardians have done, helps us understand if the person should be asked to fly again and, if warranted, if we should consider asking him/her to consider being a Squad Leader. We originally used a quite informal method to evaluate guardian performance but have switched to an on-line survey hosted by Survey Monkey.
Guardian Coordinator	The person who is responsible for coordinating and maintaining <u>guardian</u> information, as well as populating the flights with Guardians. The present model is for a guardian coordination team with one member of that team being the lead.
Guardian Drop Outs	Guardians drop out for various reasons, e.g., died, too sick, lost interest, moved away, etc. When a guardian drops out, the relevant record in the Master is moved from Guardian List to Guardian Archives. That way we have some data on every guardian who ever applied.
Guardian Priority	Guardians are typically asked to fly on a first come, first served basis. However there are certain special circumstances when priorities are moved around to accommodate the best needs of the vets <u>More ...</u>
Guardian's Guide	An ambitious project from the early days of VHF where we tried to pull together all the information a guardian might need into a single notebook to be available before PF1. Was not successful because: <ol style="list-style-type: none"> <li>1. It was hard to keep it up to date</li> <li>2. it was probably too much detail for guardians initially</li> <li>3. most people never read it anyway</li> </ol>
Guardians Waiting to Fly	This is a list of: <ul style="list-style-type: none"> <li>▪ All new guardians waiting to fly <b>or</b></li> <li>▪ All experienced guardians waiting to fly again <b>or</b></li> <li>▪ A combination of the two</li> </ul> This is one of the outputs from <u>The Master</u>
HF	Honor Flight: the national organization with the goal of transporting war-service vets to DC to see their memorials. Although their real goal is thanking the vets (regardless of the mechanism), they do not present it that way. National has some special programs for vets who are too far away from a local hub. The national net is a loose confederation of over 135 active hubs across the US. The relationship between HF and any hub is rather loose with HF providing guidance but few hard and fast rules. The national organization is also a source for apparel and things one might see at a fund raiser.

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HF Annual Summit	An annual conference or summit held in the BWI area each February. A combination of workshops, presentations, etc. (typical stuff). An excellent opportunity to socialize with other hubs and find out what they are doing. VHF typically sends 2 to 4 people to this summit each year and we do a presentation now and then. Our presentation on the flightless resulted in a standing ovation.
HF of Central FL	The HF hub located in Orlando, FL
HF Support Org. in DC	The DC HF Support organization is a collection of ~200 experienced people from the DC area who can be available for guardian, tour guide or other support roles. All are thoroughly trained and experienced. Some hubs use DC guardians rather than local guardians.
HFR001	The official HF National regulations publication. Published annually it provides a lot of guidance on what hubs should and should not do plus a few requirements.
Home Coming	The end of a mission's flight is Home Coming. The buses are escorted back to American Legion Post 347 by the Villages Nomads Motor Cycle Group (normally 40-45 motorcycles) to a rousing welcome consisting of water cannons, brilliant lighting, the Village twirlers, the Village Cheerleaders, live music and a crowd of several hundred. <a href="#">More ...</a>
Honor Air	An organization very similar to Honor Flight. Honor Air was formed in North Carolina and flew hundreds of vets before merging with Honor Flight in 2007. Some Honor Air hubs did not join the new HF organization.
Inner Circle	In its formative years, VHF had some trouble with volunteers who thought that since they volunteered they had the right to all information about how VHF acquired \$, how it spend \$, etc. When VHF became a 501c3 charity all such information (at a high level) was publically available. But prior to this time, information was not generally available and the board was unwilling to share everything for fear that there would be endless debates and time wasted defending what we were doing. The board and its cronies were dubbed "the inner circle" Some what an interesting label as Joe Hambright lived on Inner Circle.
Lamer's Bus	The local bus company that provides transportation to and from the airport. Lamer's provides this service at substantial discount to VHF
Leesburg High School Jr. ROTC Guardian Program	The Leesburg Jr ROTC program provides guardians on an ad-hoc basis. These guardians fund their own way via various fund raisers. This is not as substantial a program as the one with the <a href="#">Univ of FL</a> because of age and school calendar conflicts.
LL Fire Dept	The Lady Lake Fire Depart is one of the fire departments that provides water cannon salutes at Home Coming

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LL Police Dept	The Lady Lake Police Department provides an AM escort from the Legion Post to the LL town line. They also block off side roads and control traffic both in the AM and PM
MAAD Program	(Missions At A Distance) Any VHF mission in which we bring the actual Honor Flight Program to Veterans that are outside our normal environment of operations, such as our flights to DC and our Flightless Program. This in the past has included a Prison Honor Flight, a Nursing/Medical Care Facility, and a home for Veterans in Ft. McCoy, Florida. The policy of VHF is to Honor and recognize All Veterans for their military service regardless of their present living conditions or ability to travel.
Man Behind the Curtain	MWE was the FD on virtually every one of the first 18 or so flights. He was the only person not required to be at every PF meeting. He would magically appear on flight day, lead the flight and then disappear. More recently it was unusual for him to attend more than 2 or 3 club meetings a year. For some he was "The Man Behind the Curtain"
Manifest, Flight	For each mission, we construct a manifest of people, DOBS, flight class, etc., using the format required by the airline. <a href="#">More ...</a>
Marketing-Fundraising	The Marketing/Fundraising position within VHF is charged with the responsibility of official marketing and fundraising. Some of this effort is just being aware of what others are doing for VHF (not an easy task) but some is formal oversight of major marketing and fundraising initiatives, e.g., the annual Golf Tournament, the Annual Fashion show, etc.
Master, The	A single excel spreadsheet that contains all official info on vets, guardians, staff, missions, etc. It also contains a very rich ability to generate "reports" for just about any circumstances. The master also feeds and sometimes receives information from other second level masters; <a href="#">More ...</a>
Matching Meeting	After vets and guardians have been <a href="#">selected</a> for a given mission, the <a href="#">FD</a> , <a href="#">vet coord</a> , <a href="#">guard coord</a> , <a href="#">MXO</a> and medical sit down and match up vets with guardians and position them in squads. <a href="#">More ...</a>
Matching Table	A table (excel spreadsheet) sent out <a href="#">after matching meeting</a> showing the basics of the mission. It is updated with each change in vet, guardian or pairing. It is not unusual to have 10-15 changes from start to finish.
MCO	Orlando Airport (also known as OIA)
Bagpiper at MCO	The Bagpiper at Orlando International Airport leads HF groups from their arrival gate to the ground side arrival area.
MCO Homecoming	VHF missions actually experience two home comings; the one at Post 347 and a more modest one at MCO. Every HF flight is met by a substantial crowd at the ground side arrivals area including <a href="#">Miss Liberty</a>

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Media/Communication List	The list of vet info, generated from <a href="#">The Master</a> , provided to the Communications/Media coordinator for each mission
Medical Affairs	A loose term for the medical side of VHF.
Medical Coordinator	The senior member of the medical team (aside from the Medical Director) who coordinates medical activities including early screening, early selection, PF screening and medical activities on the flight. <a href="#">More ...</a>
Medical Consultant	Any physician that assists VHF other than the Director.
Medical Director	The doctor in charge of all VHF Medical Affairs. He/she is a Board officer. Most day-to-day activities are delegated to the <a href="#">Medical Coordinator</a> .
Meet and Greet	An organized event where others can meet and greet vets. Meet and Greets are normally an organized part of any mission particularly at airport arrivals and <a href="#">Home Coming</a> .
Memorial Docent	Individuals who serve as trained docents at all of the War Memorials. VHF may arrange for one or more to be available during the time the flight is at the Memorials to act as guides.
MgmtTeam	The team, authorized by the Board and run by the president that oversees the day-to-day operations of VHF. There is no defined composition for the Mgt Team; it is up to the president to populate the team with whomever he/she feels are the right people.
Miss Liberty	Miss Liberty, aka Cathy Haynes, shows up at every MCO Home coming dressed as a green Lady of Liberty. She greets every vet with a hug and a few kind words. She is a sensation and all the vets talk about her.
Mission	VHF mounts missions, not <a href="#">flights</a> . A mission consists of <a href="#">selecting vets and guardians</a> , <a href="#">matching</a> them into vet/guardian pairs, PF meetings, <a href="#">squad events</a> , the actual flight and a reunion
Mission #	A sequential number given to each mission as it is approved, e.g., M10, M11, M12, etc
Mission Debrief	Monitoring how we are doing so we can identify problems and get better is a part of how VHF operates. A day or two after every flight, flight staff, non-flight management and the VHF management team get together to review the whole mission and identify what went well and what needs attention. Some of the problems are not really in our control, but any that are will be reviewed for possible changes. There has not been a single mission that was “perfect”
MS Excel	The spreadsheet program of choice
MS PowerPoint	The presentation program of choice
MS Software	VHF has agreed to use only MS Office Software for routine operations
MS Word	The word processing program of choice

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MWE	Mark Erdrich
MXO	Mission Executive Officer. The person second in charge of a mission.
Naming of Flights and Flight VIPs	When a person, organization or business has donated a sufficient amount of \$ (currently \$15000) in total, they are entitled to name a flight and to put one person on that flight (free) flying as either a guardian or a VIP. <a href="#">More ...</a>
National Park Police	The National Park Police are part of the National Park Service and have jurisdiction throughout the DC area. We contract with them for every mission. They provide an escort (cars or motorcycles or mixed) from the arrival airport to every venue and then back to the airport at the end of the day. They will often turn on their lights to clear the way for our buses, going down streets the wrong way, and doing everything you might expect of an escort for a cavalcade of VIPS. On the trip back to the airport where traffic is always a mess, they clear the road like a bulldozer screaming at motorists, kicking fenders and all the theatrical best. The vets just love it. It is a high point of every mission.
National Park Service	The federal agency that oversees all national parks.
Newsletter	The monthly publication about VHF events sent out electronically to about 1400 individuals on/about the first of the month.
Newsletter Dist List	The email dist list used for the monthly newsletter. The dist list is regenerated a few days before newsletter publication to ensure that it is up to date.
Newsletter Editor	The person responsible for the entire newsletter process. He is presently focused on the gathering of relevant info
OHF	Ocala Honor Flight no longer flies. They closed their doors a few years ago after achieving their primary goal of flying 1,000 vets to DC. VHF inherited all of the vets still on the OHF vet list when VHF was formed in 2011.
Patriot Guard	<p>The Patriot Guard is a national organization of motorcycles rides. The <b>Patriot Guard Riders (PGR)</b> is an organization based in the United States whose members attend the funerals of members of the U.S. military, firefighters, and police at the invitation of a decedent's family.</p> <p>The group forms an honor guard at military burials, helps protect mourners from harassment and fills out the ranks at burials of indigent and homeless veterans. In addition to attending funerals, the group also greets troops returning from overseas at homecoming celebrations and performs volunteer work for veteran's organizations such as Veterans Homes.</p> <p>The Patriot Guard has started escorting our buses.</p>

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PF1	<p>PreFlight 1: the first of two preflight meetings normally held 6 weeks before the actual flight. The purpose of the meeting is four fold:</p> <ol style="list-style-type: none"> <li>1. Train guardians</li> <li>2. Introduce vet and guardians; allow for squad socialization</li> <li>3. Collect information; ensure that what we need is accurate</li> <li>4. Provide general info on the mission</li> </ol>
PF2	<p>PreFlight 2: the second of two preflight meetings normally held 2 weeks before the actual flight. The purpose is very similar to PF1 with special emphasis on ensuring that problems found at FP1 have been resolved.</p>
PreFlight Coordinator	<p>The staff member in charge of all Preflight coordination, all meetings and all volunteers who work at PF meetings.</p>
President (VHF Club)	<p>The president of the VHF Club is typically a member of the mgmt team</p>
President (VHF, Inc)	<p>The VHF staff member and VHF, Inc officer charged with the day-to-day operations of VHF and other standard presidential duties.</p>
Quarterly Report	<p>The physical report presented as part of the Quarterly Review.</p>
Quarterly Review	<p>An overall review of VHF operations presented to the VHF Club once per quarter (1<sup>st</sup> month of each quarter)</p>
Red Hats	<p>Individuals at PF meetings assigned to direct flow and generally help out. They wear a red hat to be easily seen.</p>
Red Pouch	<p>The red ID pouch worn by every member of a flight that contains information on the person, his/her squad, his/her bus and information on key individuals on that flight</p>
Reunion	<p>A get together (coffee and cake) for vets, guardians and flight staff some time after the actual flight. VHF has two reunions per year; one for the spring flights and one for the fall flights. VHF has had one Grand Reunion in Jan'16 to which all vets and guardians of all previous missions were invited. Approx 800 people were in attendance. VHF will likely have another grand reunion when the number of vets who has participated in VHF programs breaks 1,000 (later in 2017)</p>
Selecting Vets and Guardians	<p>The selection process is just identifying vets, guardians and staff who will participate in a mission. This is not the matching process where vets and guardians are matched up and assigned to a squad. Selection needs to occur pretty far in advance because the airline typically wants a manifest before we are ready. So we give them the best we can at the time. Changes will occur over the period from official selection to flight date</p>
Send Off	<p>The activity or event whereby the flight participants assemble early in the morning on flight day, receive a final briefing and board the bus to the airport. Send Offs are presently held at <a href="#">American Legion Post 347</a>, Lady Lake, FL</p>

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Shirts and Shirt Colors	Most hubs go with inexpensive t-shirts for both vets and guardians. VHF choose to go with a much more expensive polo shirt at the beginning. The argument is that it is a much nicer memento and is much more likely to be worn by the vet or guardian after the flight – thus acting as advertising. Initially all shirts were royal blue. At some point, staff shirts were changed to red to stand out better. This year guardian shirts will continue to be blue; vet shirts will be gray or white; staff shirts will continue to be red.
SmugMug	The cloud-based picture and video sharing system used by VHF for mission pictures. Through SmugMug, users can post pictures, view pictures, download pictures and print pictures.
Sound Off	Trying to keep tabs on a large group of excited vets and guardians can be difficult. Squad leaders are supposed to keep their squad in hand but we need a process to know that everyone is accounted for. We use a common military process call Sound Off where each vet/guardian team is assigned a unique number (first squad is 1 to 5; second squad is 6 to 10, and so on). When we wish to ensure that everyone is here, e.g., when we think the bus is loaded, we do a Sound Off. The bus captain or other authority yells, “Sound Off”. Team #1 shouts “one”, team #2 shouts “two” and so on. By the end of the flight the group is pretty good at this.
Space Coast honor Flight	The HF hub located on the FL Space Coast. They have maintained their fly small, fly often model even as other hubs (like us) have gone to larger but fewer missions per year. They fly almost every month from March to November. Their approach is more than “get the vet to DC and back” but they do not seek the much broader experience VHF desires. Mark W Erdrich (Our Founder) flew with Space Coast in the spring of 2012 to see how they operated. We adopted several of their approaches: <ol style="list-style-type: none"> <li>1. Red pouches</li> <li>2. single vet per guardian (many hubs have multiple vets for each guardian)</li> <li>3. 25/25 flight initially</li> </ol>
Squad	<a href="#">Missions</a> divide up <a href="#">vet/guardian pairs</a> into squads of 5 teams or pairs each. Each squad has a <a href="#">squad leader</a> and a <a href="#">squad color or squad name</a> . For a <a href="#">25/25</a> mission there are 5 squads for a <a href="#">40/40</a> mission there are 8 squads. For charter flights where we anticipate 14 squads, squads will be named, e.g., Alpha, Bravo, Charlie, ... <a href="#">More ...</a>
Squad Events	Each squad is requested to have at least one squad event between PF1 and PF2. This is normally a lunch or similar where squad members and their significant others get together to socialize. There is no limit to the number and type of squad event either before or after the flight.

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Squad Leader	The guardian in charge of a <a href="#">squad</a> . Selecting the squad leaders is a very important decision. The Flight Director, MXO and Guardian Coordination make sure that they have enough squad leaders for the mission as one of the first steps in participant selection. A squad leader must have flown at least twice with VHF before they will be considered as a squad leader. The FD, MXO and Guardian Coordinator will review ratings of individuals from previous flights to ensure that they have the right stuff. Being a squad leader is quite a challenge because in addition to being a guardian, he/she must lead the rest of the squad during every element of the mission, conduct any squad socials and perform several administrative functions including those required at each PF meeting. The Sql becomes the glue that binds the squad together. Sqls receive a fee break and some \$ to conduct events.
SW Southwest Airlines	Southwest Airlines is a primary sponsor of HF nationally and donates huge sums each year. Every new hub gets 25 free round trip tickets for their first flight. SW has been the airline of choice for VHF since M1. Not only is it the most convenient but they have been unusually helpful in most of the activities required to pull off a mission. The only problem we have encountered is their group ticket management process, the process by which the invoice is paid, and the manifest verified which is a real mess and wastes many hours of our time.
Ticket Meister	The person within VHF who is responsible for the <a href="#">manifest</a> and for interaction with the airline for a given mission
Tour Guide	A person who provides commentary during the DC portion of the flight. Normally solicited through DC HF Support. Major Bob Mebane has been our primary tour guide on every regular and flightless flight.
Transportation Volunteer	A person willing to provide transportation for a vet to/from a PF meeting or on flight day
TSA	Transportation Security Administration. The Federal agency responsible for transportation security. VHF has a great relationship with TSA at MCO.
Univ. of FL ROTC Guardian Program	The University of FL Naval ROTC program provides a continuous stream of guardians; several every year. This is an effort set up by and funded by Norm Olsen, Capt, USN retired
Universe of VHF	<a href="#">Universe of VHF</a>
Vet Biography	One of the responsibilities of each guardian is to create a short (one page) biography of their vet. This encourages discussion between the vet and guardian and provides the raw material for one section of the vet's <a href="#">yearbook</a>
Vet Coordinator	The person who is responsible for coordinating and maintaining veteran information

**Villages Honor Flight  
VHF Vocabulary**

Vet Dropouts	Vets drop out for various reasons, e.g., died, too sick, lost interest, moved away, went to DC with another hub, etc. When a vet drops out, the relevant record in the Master is moved from VetList to VetArchives. That way we have some data on every vet who ever applied.
Vet Mobility and Vet Mobility Index	A simple rating system originally designed to know if a vet could use the steps on a bus. <ol style="list-style-type: none"> <li>1. Full mobility</li> <li>2. Fragile but can use stairs</li> <li>3. Can not use stairs, must use wheel chair assistance (Lift on bus)</li> <li>4. In wheel chair all the time</li> </ol> <a href="#">More ...</a>
Vet Priority	The general rule is “first come, first served”. The only time vets are moved up the priority list is due to illness. <a href="#">More ...</a>
Vet Tiers	As VHF has opened up participation to a larger community of vets, a better method to prioritize vets was required. Vets still fly on a first come, first served basis, but that is within their specific tier. <a href="#">More ...</a>
Vet to Guardian Ratio	VHF’s one guardian for one vet is not the norm for most hubs. Rather they assign 1, 2 or 3 vets to each guardian depending on vet mobility, etc. For many hubs the goal is to get the vets to DC and back, not necessarily to create a long lasting vet/guardian relationship. So assigning more than one vet to a guardian gives them more space on the plane. Using DC guardians is another step in this direction. It is a more efficient process if your goals is to just get vets to DC but the overall experience is rather limiting.
Vet/Guardian Pair or Vet/Guardian Team	Each vet is matched up with a guardian at the <a href="#">matching meeting</a> for a given mission. Each pair is assigned to a squad and assigned a <a href="#">Sound Off Number</a> .
Vet Tier	Initially the only vets eligible for an Honor Flight were WWII vets and, more specifically, vets who served any time between 7-Dec-1941 and 31-Dec-1946. Over time, hubs started flying Korean War vets and even Vietnam vets. National eventually went along with this. Eventually National and most hubs opened up the program to all vets. A process to prioritize vets was required. <a href="#">More ...</a>
Vets Waiting to Fly	This is a list of all vets who are still waiting to fly prioritized by <a href="#">tier</a> . This is one of the outputs from The Master

**Villages Honor Flight  
VHF Vocabulary**

VHF or VHF, Inc	VHF or Villages Honor Flight (more correctly Villages Honor Flight, Inc.) is a 501c3 not for profit company incorporated in the State of Florida. It was initially chartered by HF National in the summer of 2011. It was reorganized into its present form in Feb of 2012. Its first flight was in May of 2012. VHF’s official “territory” is Lake, Sumter, Marion, Citrus and Hernando counties but VHF is happy for other hubs to pick up vets from our area and is happy to pick up vets from anyplace. As long as they can get here, they can fly with us.
VHF Registered Agent	The VHF Registered Agent is a person or company who agrees to accept legal mail on behalf of your LLC in case your business gets sued. In Florida, the registered agent can also serve as a general point of contact for receiving business and tax notices, payment reminders, and other documents.
VHF Attorney	VHF has legal counsel available for a total of 20 hours per year at no cost. Usage of this time is restricted to Board Officers only, all other requests for legal assistance must be approved in advance by the BOD.
VHF Club	The VHF Club is a Villages Social Club (not legally tied to VHF, Inc). It is through the club that most volunteers are found and most ancillary activities are driven. The club meets the second Monday of each month at Colony Cottage Recreation Center. Club members are not officers in VHF, Inc.
VHF Insurance Coverage	Every Officer and volunteer is covered by liability insurance in the amount of 2 million dollars with an additional 2 million dollars under an umbrella policy. This coverage only applies when you are acting in an official capacity on behalf of Honor Flight. This also applies to the Veterans and other individuals that we transport. It does not cover you for transport in your personal vehicle.
VHF Universe	<a href="#">Universe of VHF</a>
Vice Chairperson of the Board	The <a href="#">board</a> officer who can fill in for the <a href="#">chairperson</a> in his/her absence or by request of the Chairperson, This position is responsible to, and reports directly to the Chairperson of the Board.
Village Nomads	The largest motorcycle club in The Villages. The Nomads provide a motorcycle escort of 40 to 45 bikes for each mission, escorting the buses from Walmart on 441 for the DC flights and from the rec center for the flightless flights
Village Twirlers	A Villages Twirlers are a 100 member strong club composed of several twirling groups: the <b>Show Team</b> , the <b>Parade Corps</b> , the <b>Drum Corps</b> and the <b>Banner Team</b> . They perform at every homecoming both as early entertainment and when the buses arrive.

## Villages Honor Flight VHF Vocabulary

Villages Honor Flight, Inc	The official name for VHF												
Volunteer	Anyone who volunteers to help VHF accomplish its mission. Most volunteers attend club meetings. Furthermore, the VHF, Inc. consists of only 7 people and we could not be successful without the volunteer base managed by the VHF Club. <a href="#">More ...</a>												
Volusia Honor Air	An Honor Air organization that operated out of Deland, FL and flew out of Daytona Beach. They closed their doors a few years ago. Mark W Erdrich and John Driscoll sat down with them one evening to inquire about their operation, the problems they have had and why they were shutting down. Their problems were similar to ours; they claimed they were shutting down because they had achieved their goals. Volusia Honor Air felt “different” from other hubs in that they had very solid local support from a community that is many generations deep.												
VP of Admin & Dev	VP of Administration & Development												
VP of Ops	VP of Operations												
W/C	Wheel chair. VHF maintains its own inventory of wheel chairs. They are stored in one of the storage lockers VHF rents. The wheel chairs are reviewed for functionality before each mission.												
W/C Assistant	Individual identified to assist in the wheel chair removal (from the bus) and replacement process. The process is a bit chaotic as many people are involved in unloading and loading wheelchairs. To guardians from each bus who sit near the front designated to assist with the wheel chairs, but the term “W/C” Assistant” is no longer used.												
War Periods	<p>The federal government has designed the start and end of each major war in which the US was engaged.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">WW II</td> <td style="padding-left: 20px;">December 7, 1941- December 31, 1946</td> </tr> <tr> <td style="padding-left: 20px;">Korean War</td> <td style="padding-left: 20px;">June 25, 1950 - January 31, 1955</td> </tr> <tr> <td style="padding-left: 20px;">Vietnam War</td> <td style="padding-left: 20px;">February 28, 1961 - May 7, 1975</td> </tr> <tr> <td style="padding-left: 20px;">Lebanon/Grenada</td> <td style="padding-left: 20px;">August 24, 1982 - July 31, 1984</td> </tr> <tr> <td style="padding-left: 20px;">Panama</td> <td style="padding-left: 20px;">December 20, 1989 - January 31, 1990</td> </tr> <tr> <td style="padding-left: 20px;">Gulf War/War on Terrorism:</td> <td style="padding-left: 20px;">August 2, 1990 – Present</td> </tr> </table> <p>Prior to <a href="#">AVATAP</a>, this list determined which vets were eligible for HF and which were not.</p>	WW II	December 7, 1941- December 31, 1946	Korean War	June 25, 1950 - January 31, 1955	Vietnam War	February 28, 1961 - May 7, 1975	Lebanon/Grenada	August 24, 1982 - July 31, 1984	Panama	December 20, 1989 - January 31, 1990	Gulf War/War on Terrorism:	August 2, 1990 – Present
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Gulf War/War on Terrorism:	August 2, 1990 – Present												

## Villages Honor Flight VHF Vocabulary

War Registry	The list of vets for a given mission from which War Registry Certificates will be created. Initially all vets were WWII and we used the WWII Remembrances database at the WWII Memorial. We created templates for all other wars and service branches that have a similar look to the WWII certificates
War Registry Coordinator	The person who manages the process by which vets are added to national databases and certificates are made up for all vets.
Webmaster	The VHF staff member who oversees the VHF web site
Website	A website built and developed by VHF which attempts to provide multiple functions: <ul style="list-style-type: none"> <li>▪ Information on HF</li> <li>▪ Information on VHF</li> <li>▪ How to get involved, submit an application, etc</li> <li>▪ Who to contact</li> <li>▪ Calendar of Events</li> <li>▪ General News on Fundraisers, etc.</li> </ul>
Winter Workshops	Each year VHF runs a series of workshops over the slow winter months. They are designed to identify problems and plan solutions.
Yearbook Editor	The person responsible for assembling vet year books and getting them published.
Yearbooks	For each vet, VHF puts together a yearbook-like book with information and pictures relevant to the particular vet. A DVD of the mission is also included. Yearbooks are typically passed out at the relevant reunion.
25/25	Short hand for a mission consisting of 25 vets and 25 guardians (the original standard)
30/30	Short hand for a mission consisting of 30 vets and 30 guardians
35/35	Short hand for a mission consisting of 35 vets and 35 guardians
40/40	Short hand for a mission consisting of 40 vets and 40 guardians (the current standard)

## Villages Honor Flight VHF Vocabulary

### Charter Project

VHF has flown commercial since its first flight in 2012. The size of missions has increased from 25/25 to 35/35 to the present 40/40. 50/50 was tried with less than stellar results. The vet applications keep coming in at a slightly increasing rate. The number of vets waiting to fly, and, hence, the time they have to wait, is larger than our goal. Flying more than 4 times per year is not possible with the current staff. We are now facing a crisis and must find a way to fly more vets per year. A significant increase in staff could support more than 4 missions a year but that would have non-trivial logistical implications and the charter option seems more manageable at present. The advantages and disadvantages of flying charter are not hard to identify:

#### Advantages:

- Aircraft flies when you want
- Meals can be served on-board (estimated time saving of 1 to 1.5 hours by serving breakfast and dinner on the aircraft)
- Mail call can be performed on-board (estimated time savings of 45 minutes)
- Loading and unloading is facilitated at the local airport (estimated time savings of 30 minutes)
- Flying into/out of DCA compared with BWI should save about 75 minutes in travel time]
- TSA treatment is better in DC for HF charters
- American, the charter company presently being considered, provides a person to manage the relationship between American and VHF and promises to take care of everything.
- Shorter day for everyone; estimate that we can save 2 - 3 hours over the present model. Therefore Home Coming could be two hours earlier which would make Home Coming a lot easier for people to attend (more turnout) and get everyone home two hours earlier

#### Disadvantages

- Limited to certain airlines and certain airports (trial will be American Airlines and Reagan)
- If the aircraft fails, the mission will probably have to be scrapped (need to better understand this)
- Currently more costly per person
- Do not have enough wheel chairs for a 70/70 flight
- We have operated well with one and two buses in DC; three may be a challenge.
- The much larger size (approx 160 people) may pose problems for the physical facilities at our disposal for Preflight's, Send Off and Home Coming. We are actively working on these issues
- Hurts our relationship with SW as their charter costs is currently prohibitive; they have been exceptionally supportive over the years
- Hurts our relationship with Legion Post 347 if we have to find another venue for Send Off and Home Coming

A current project is underway to fly charter as an experiment for the last mission of 2017. VHF is heading into this experiment assuming that it will work and that 2 or 3 or 4 charters per year in 2018 will be the new model.

## Villages Honor Flight VHF Vocabulary

### Data Flow, Mission

A substantial amount of data is involved in each mission. It starts with the basics, e.g., mission size, flight date, etc., but starting approx 12 weeks before the flight date, new data is pouring into the official data coffers all the time and it is sometimes difficult to keep track of where things are. The single source concept used by VHF is absolutely critical to smooth operations; otherwise no one knows what version of data they have.

Each mission moves through a series of stages:

- A the flight date has been proposed (date may be shifted a few days in either direction due to flight costs or other considerations). Data includes
  - 1. mission number
  - 2. approx flight date
  - 3. mission size
- B the flight date has been approved and reservations made; initial planning can start; data includes:
  - 1. actual flight date
  - 2. preliminary payments to airline
- C Planning: (starts 10 to 12 weeks before the actual flight date); planning for the specific mission is underway, vets and guardians are being notified, flight manifest is being built; data includes:
  - 1. Flight staff members
  - 2. Vets for the mission
  - 3. Guardians for the mission
  - 4. check list data
  - 5. medical review data
  - 6. matching meeting data
  - 7. matching table
  - 8. CPR reviews
  - 9. Fit2Fly reviews
- D Pre Flight: (starts 6 weeks before flight); vets and guardians have been selected; vets and guardians attend two preflight sessions; final arrangements are made/confirmed for transportation, venues, permissions, etc; data includes:
  - 1. PF details, sheets, volunteers, etc
  - 2. PF review outcomes
  - 3. updates to Vet, Guardian and Staff extracts
  - 4. preliminary manifest information to airline
  - 5. final payments to airline
- E Flight: (1 week before flight); most of the data has been submitted and verified but there is always fine tuning to be done:

## **Villages Honor Flight VHF Vocabulary**

1. Verifying manifest information: do we have the right names, right DOBs, etc. The manifest generation process is fully automated but things happen ...
  2. Final manifest information to airline
  3. Verification of final manifest data FROM airline (one of the more tedious and time consuming steps)
  4. Generation of final Emergency Contact List (to be carried by flight staff)
  5. review of medical procedures by flight medical staff
- F Post Flight: (flight day +1 through Reunion)
1. Mission Debrief with associated data
  2. Reunion prep
  3. Yearbooks
- G Complete: All traditional activities, including Reunion, associated with the mission are complete. But the data is not because we are now planning for post mission activities like the vets lunch.

## Villages Honor Flight VHF Vocabulary

### Data Flow, Non-Mission

In addition to the substantial amount of information involved in a mission, some of that plus other data is involved in non-mission operations, so the synchronization of data becomes even more complicated.

#### Monthly

Near the end of each month, the newsletter dist list is generated. It is regenerated each month to ensure that we have the best possible dist list. The process is to pull info from the master (vets, guardian, staff, volunteers) plus separate info for people who have asked to be on the dist list and then run that list against a list of people who have been asked to no longer receive the newsletter.

#### Quarterly

In addition to any monthly needs, we have a quarterly review at which time info on vets and guardians is presented. Thus the vet extract and guardian extract must be up to date such that accurate information is presented

#### Annual

Annual rollups are done at the request of National. Typically they are interested in (for the current year):

- How many vets flew
- How many guardians flew
- Airlines used
- Airports used
- Level of effort required by the hub to achieve the above
- Total number of vets flow since the hub started

As is typically true of all end of year rollups, National wants the information before the end of the year (mid Nov)

## Villages Honor Flight VHF Vocabulary

### **Data Processing Administrator**

Data Processing Administrator: the DPA is a staff position within VHF reporting to the VP of Admin and Development. The DPA is responsible for all (official) data processing activities within VHF:

- 1. VHF System:** this is a project currently underway which will ultimately provide a single on-line repository for all VHF mission-critical data. Users with a need to know will be able to access the data they need in formats tailored to their needs; this includes condensed management reports. Users with a need to enter information will be able to both enter and access relevant information in forms and formats tailored to their needs. The project is to be developed in phases.
  - a.** The initial phase is data relevant main operational data, e.g., mission data including most current reports, PF forms and the ultimate elimination of the vet, guardian and staff extract process (may run in parallel during initial roll out of the on-line system).
  - b.** Phase two will pull in some of the second level data activities, e.g., VHF Club information and support of Flight Directory checklists.
  - c.** Phase three will look at the VHF documents library and begin to include that in the on-line repository.
- 2. Web Site and Web Site Management**

## Villages Honor Flight VHF Vocabulary

### Donations and Donation Levels

Individual, businesses and organizations can donate to VHF in various ways:

- on-line by clicking on the donate link on the web site. VHF uses PayPal for actual transactions; this is very secure and reduces the effort required on the part of the VHF webmaster.
- cash at VHF events
- check at VHF events
- email to P.O. Box, Lady Lake, Florida 32158
- gifts in kind.

Large donations are normally celebrated at VHF Club meetings.

VHF has a donation level program whereby donations are categorized depending on amount. Certain benefits are available for each donor at certain donation thresholds. Listings on the web site for Associate to Gold for the current year only

<b>Category</b>	<b>Donation Level</b>	<b>Recognition</b>
<b>Booster</b>	<b>\$1 - \$99</b>	<b>too many to list, many are anonymous</b>
<a href="#"><u>Associate</u></a>	<b>\$100 - \$999</b>	<b>Name listed on web site</b>
<a href="#"><u>Bronze</u></a>	<b>\$1,000 - \$2,499</b>	<b>as Associate plus business or organization has their logo displayed</b>
<a href="#"><u>Silver</u></a>	<b>\$2,500 - \$9,999</b>	<b>as Bronze plus invitation to attend semi annual reunion</b>
<a href="#"><u>Gold</u></a>	<b>\$10,000 - \$14,999</b>	<b>as Silver plus invitation to participate as a VIP on VHF Mission</b>
<a href="#"><u>Mission Sponsor</u></a>	<b>\$15,000 +</b>	<b>as Gold plus naming rights for the mission</b>

## Villages Honor Flight VHF Vocabulary

### **Fees**

Every person on the manifest for a given mission, except the vets and certain VIPS, is expected to make some contribution to VHF, aka flight fee. The fee varies with the mission task, and the experience of the person.

#### Regular Missions

- Guardian, new \$250
- Guardian, experienced \$200
- Guardian, Squad Leader \$100
- Staff \$100
- EMT none for employed EMT, firefighters, etc

#### Flightless missions

- Guardian \$ 50
- Staff none

Annual Maximum The maximum total fees for any person is \$500 for the calendar year

## Villages Honor Flight VHF Vocabulary

### Flight Itinerary Spreadsheet

The Flight Itinerary Spreadsheet (FIS) is a moderately complex spreadsheet initially developed in 2012 that helps the flight director / MXO plan the itinerary of flight day down to the minute.

There are certain times that can not be moved:

- AM departure for DC
- Viewing of the Tomb of the Unknown Soldier
- PM depart from DC

but most of the itinerary can be wiggled around.

The user enters a few pieces of info about the flight date (mostly the above three times) and the FIS generates a complete itinerary from the time people have to show up for Send Off to the time we shut off the lights at Home Coming. It is not that difficult because virtually every action during the day has been done before and the time to do that is reasonably well known. The FIS can also generate sheets for just the AM, just the PM, Lamer's bus, just highlights, etc.

## **Villages Honor Flight VHF Vocabulary**

### **Flight Management Ladder**

VHF has a specific and well defined process by which a person can move up the flight management ladder, ultimately becoming a flight director.

Interested individuals are guardians one or more times, then a squad leader, then a bus captain, then an MXO and finally a flight director. Individual must make their desires clear and will receive special training. Senior management watches this progress carefully and will indicate if a person is probably not going to make it to the next rung. Not every one is cut out for the stress and responsibility of being an MXO or Flight Director.

## Villages Honor Flight VHF Vocabulary

### Guardian Priorities

Guardians typically are asked to fly on a first come, first served basis. However there are certain special circumstances when priorities are moved around to accommodate the best needs of the vets. For example:

- Vet Specific Guardian: prior to 01-Jan-2016, VHF allowed vets to specify a particular person to be his/her guardian (including family members). VHF stopped this practice on 01-Jan-2016 but continues to grandfather all such requests made before the cutoff date
- Caregiver: the vet flies according to his or her priority. If the vet has a caregiver who is to be the vet's guardian (normally allowed), the caregiver's priority is the same as the vet's
- A vet may need a guardian with particular skills, strengths, etc.; we will move a guardian up the list if he/she has those skills
- Many guardians have calendar conflicts with the required dates for a given mission. It is not unusual to have to call 3 or 4 guardians before one is available. Therefore guardians way down the list may participate in the next mission.
- Each squad requires 5 guardians, a squad leader and another experienced guardian. Therefore guardians that qualify as squad leaders or experienced guardians move in front of new guardians.

## **Villages Honor Flight VHF Vocabulary**

### **Home Coming**

The end of a mission's flight is Home Coming. The buses are escorted back to American Legion Post 347 by the Villages Nomads Motor Cycle Group (normally 40-45 motorcycles) to a rousing welcome consisting of water cannons, brilliant lighting, the Village twirlers, the Village Cheerleaders, live music and a crowd of several hundred.

Ground Coordination has been working for many hours to set up the Home Coming and to ensure that cars are parked in appropriate places, bus routes are clear, chairs for the vets are set up, the live music is ready to go, the twirlers are ready to go, etc. Entertainment typically starts 90 minutes before the buses are due to arrive to keep the crowd interested.

After the buses arrive, the vets are escorted to their seats via an honor guard tunnel. After everyone is seated, the Flight Director provides some commentary on this particular mission after which well wishers form a line to shake the hands of the vets.

Everyone is pretty tired at the end of the day, so Home Coming is kept short.

## Villages Honor Flight VHF Vocabulary

### **Manifest**

For each mission, we construct a manifest of people, DOBS, etc using the format required by the airline.

The initial manifest is created approx 45 days prior to the flight date. It is auto generated by "The Master" selecting any vet, guardian or staff member shown as then slated for the given mission. If an insufficient number of passengers is identified, we add "bogus" passengers from previous flights. This manifest is really nothing more than a placeholder document, but is used to create the civilian ticket billing to VHF, for the number of group seats purchased.

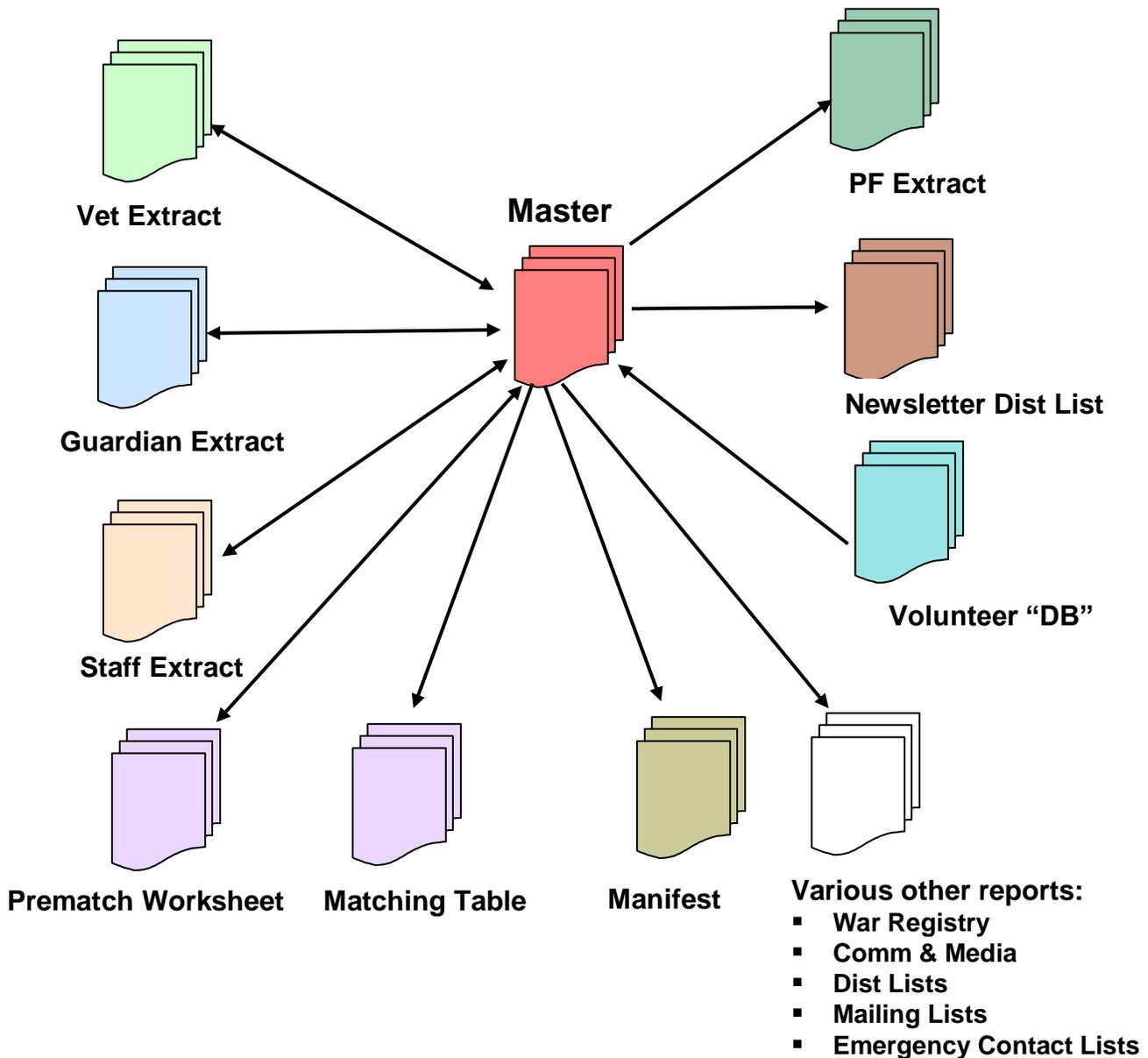
The revised manifest is generated right after PF2 updates are in. It is also auto generated by "The Master". This time the procedure checks to see who is still on the flight, who is no longer on the flight, who has been added, what changes were made to names, etc., and presents that as a new worksheet with all those no longer flying grayed out, all changes, in red, etc.

# Villages Honor Flight VHF Vocabulary

## Master Spreadsheet

A single excel spreadsheet that contains all official info on vets, guardians, staff, missions, etc. It also contains a very rich ability to generate “reports” for just about any circumstances. The master also feeds other second level extracts and “masters”. Information **is** exchanged in multiple ways

1. From master to external: PF Extracts, various other reports
2. From external to master: Volunteer “DB”
3. Both directions: vet, guardian and staff extracts



## Villages Honor Flight VHF Vocabulary

### Matching Meeting

After vets and guardians have been [selected](#) for a given mission, the [FD](#), [vet coord](#), [guard coord](#), [MXO](#) and medical sit down at a formal meeting and match up vets with guardians and position them in squads. The matching process tries to take in account many of the variables that can make or break a vet/guardian relationship

- Gender: not really an issue but does make for easier bathroom issues. All female vets have female guardians
- Service Branch: we try to match the vet with a guardian who served in the same service branch; but not all guardians are veterans
- Location: it is much more convenient for all involved if the vet and guardian live near one another
- Physical size: a guardian may be required to push a vet for several miles during flight day. We try to match up large vets with equally large guardians

A special spreadsheet is one of the outputs from The Master that provides a simple way to match up vets and guardians and assemble squads. The ultimate output of this spreadsheet is information that is preformatted for the Matching Table.

## **Villages Honor Flight VHF Vocabulary**

### **Medical Coordinator**

The senior member of the medical team (aside from the Medical Director) who coordinates medical activities, including:

1. recruiting and vetting of medical staff;
2. maintaining paperwork on all medical staff;
3. development and maintenance of medical procedures;
4. early screening to ascertain actual medical conditions (medical data may be over a year old as a vet nears his/her time to fly)
5. participation at the matching meetings to represent medical issues;
6. oversight of medical screening at PF meetings; and,
7. oversight (member selection and placement) of medical activities on the flight.

## Villages Honor Flight VHF Vocabulary

### **Naming Flights and Flight VIPS**

Regular Missions: When a person, organization or business has donated a sufficient amount of \$ (currently \$15000) in total, they are entitled to name a flight and to put one person on that flight (free) flying as either a guardian or a VIP.

The Board will evaluate each such request to ensure that all financial requirements have been met and that the name and individual are acceptable.

This is not a one-time activity. If the person, et al., donates another threshold hold amount, they can name a second flight, etc. There is no limit at this time.

Flightless Missions: recently VHF has decided that Flightless Missions can be named as well but the flight naming process will be different. Flights will be named for individuals or organizations outside of VHF who have put forth unusual effort to make VHF one of the best hubs in the HF Network.

## Villages Honor Flight VHF Vocabulary

### Squads, Squad Size, Squad Names

5	10	15	20	35	40	50	70
BLUE	BLUE	BLUE	BLUE	BLUE	BLUE	BLUE	ALPHA
	RED	RED	RED	GREEN	GREEN	BROWN	BRAVO
		WHITE	SILVER	LIME	LIME	GOLD	CHARLIE
			WHITE	ORANGE	ORANGE	GREEN	DELTA
				PURPLE	PURPLE	LINE	ECHO
				RED	RED	ORANGE	FOXTROT
				YELLOW	SILVER	PURPLE	GOLF
					WHITE	RED	HOTEL
						TEAL	INDIA
						YELLOW	JULIET
							KILO
							LIMA
							MIKE
							NOVEMBER

## **Villages Honor Flight VHF Vocabulary**

### **Universe of VHF**

The Universe of VHF is not a real structure; rather it is a way of thinking about the various pieces that make up VHF. Within this universe are

1. The major and minor support organizations that help VHF meet its mission. Examples include, SW and the discounts provided, Green Shirts at BWI, Lamers Bus service (discounted services), American Legion Post 347 (physical facilities for Send Offs and Home Comings), The Villages Recreation Centers (physical facilities for PF meetings and other events)
2. The VHF local community which is made up of all the people who indirectly support VHF, for example, donors, participants at fund raisers, people who show up for Home coming, etc
3. The Volunteer Base which can be divided into Active and Inactive. Any one who has been directly involved in VHF activities is part of the Volunteer Base; that includes every vet, guardian, staff member, functional support staff, etc. including just about anyone who shows up at Club meetings
  - 3.1. Active members are still active
  - 3.2. Inactive members no longer are directly involved
4. Admin and Support Staff are individuals who performed named tasks within VHF on the admin and support side
5. Operational Staff are individuals who performed named tasks within VHF on the Operations side (flights)
6. Flight Staff are individuals who performed named tasks on missions
7. VHF, Inc is the 501c3 not for Profit Company incorporated in the state of FL. Only officers of VHF are part of VHF, Inc

## Villages Honor Flight VHF Vocabulary

### Vet Mobility and Vet Mobility Index

A simple rating system originally designed to know if a vet could use the steps on a bus.

1. Full mobility
2. Fragile but can use stairs
3. Can not use stairs, must use wheel chair assistance (Lift on bus)
4. In wheel chair all the time

More ...

The bus seating plan takes into account vet mobility; fragile vets are in the front of the bus, then comes fully mobile. Mobility level 3 vets are in the back of the bus near the wheel chair door. In the past we were limited to how many vets of mobility 4 we could take because each such vet uses up many bus seats and DC rules do not allow people to stand on the bus. More recently we have opted to steer mobility 4 vets to the flightless program. That has worked out OK.

The process puts people in optimal locations for loading and unloading and also allows the FD to calculate approx how long it will take to load or unload a bus. People using the stairs, even with some assistance, take about 10 seconds to load or unload. That may seem conservative but we are talking about some slow moving people. But people using the wheel chair lift take 3.5 minutes each.

## Villages Honor Flight VHF Vocabulary

### **Vet Priority**

The general rule is “first come, first served”. The only time vets are moved up the priority list is due to illness; any illness must be verified with the vet’s doctor:

1. If a vet is terminally ill and would be live to his/her normal flight date, he/she will be move to the top of the list
2. If a vet is seriously ill and waiting until his/her normal flight date would seriously diminish to the vet’s ability to enjoy the event, he/she will be moved up the list. How far the vet moves up the list is a decision to be made by the medical director based on available information.

## Villages Honor Flight VHF Vocabulary

### Vet Tiers

As VHF has opened up participation to a larger community of vets ([AVATAP](#)), a better method to prioritize vets was required. Vets still fly on a first come, first served basis, but that is within their specific tier:

Tier	Period	Start	End
0	Terminally ill		
1	WWII	07-Dec-1941	31-Dec-1946
2	1940s	01-Jan-1946	31-Dec-1949
3	Korean War	25-Jun-1950	31-Jan-1955
4	1950s	01-Jan-1950	24-Jun-1950
4	1950s	01-Feb-1955	31-Dec-1959
5	Berlin Crisis	02-Nov-1958	09-Nov-1961
6	Vietnam	28-Feb-1961	07-May-1975
7	1960s	01-Jan-1960	27-Feb-1961
8	1970s	08-May-1975	31-Dec-1979
9	Grenada/Lebanon	24-Aug-1982	31-Jul-1984
10	Panama	20-Dec-1989	31-Jan-1990
10	1980s	01-Jan-1980	23-Aug-1982
11	Gulf War & War on Terrorism	02-Aug-1990	31-Dec-2030

One might argue that vets who served during war periods should have some advantage or priority over vets who served during peace time. Perhaps there is some truth to that but we must recognize that whether the country is at war or peace, the vet has still put their life on the line to serve regardless of the circumstances. If war breaks out, a soldier is not allowed to say, “**wait**”, I did not sign up for this.”

Some vets who served during war periods but not in combat feel that they are less worthy than those who did serve in combat. Bunk! The military relies on every soldier to make the whole thing work. Every veteran is worthy and every veteran deserves to be thanked.

## Villages Honor Flight VHF Vocabulary

### **Volunteer**

Anyone who volunteers to help VHF accomplish its mission. Most volunteers attend club meetings where they can meet other volunteers, volunteer for project work, listen/watch presentations on elements of VHF and get a bit to eat. Volunteers have many jobs within VHF including:

- Staffing stations at PreFlight meetings
- Red Hats
- Wheel Chair team
- Fund raisers
- Certificates
- Coordination of vet and guardian information
- Outside presentation assistance:

## Villages Honor Flight VHF Vocabulary

### Credits and Future Editions

Many members of Villages Honor Flight contributed to this document. Special thanks to Mark Erdrich who did most of the original authoring, to the VHF Mgmt Team who did several reviews and to Hector Bueno, the Vocabulary Project Coordinator ([hb560sl@gmail.net](mailto:hb560sl@gmail.net)) who has been instrumental in bringing the document to completion.

Future editions will be published as deemed necessary.