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**TRAVELERS AID WASHINGTON DC SERVES RECORD NUMBER OF
PASSENGERS IN 2009 – 1.3 MILLION;
SOCIAL SERVICES CONTINUE UNABATED**

Washington DC, February 4, 2010—For the 12 months ended December 31, 2009, Travelers Aid programs in the Washington DC area served 1,328,866 passengers at its three locations at Reagan National and Dulles International Airports and Union Station, a 15% increase over the prior year and historical record highs for the nonprofit charity that has been helping travelers in the DC area since 1913. In addition, the number of social service clients that Travelers Aid served – 1,524 – increased by 3% for the same period, reaching its second-highest level in the programs history (highest was in 2006).

“The expansion of our mobile guide program at Dulles Airport greatly contributed to the increase in our activity. Our volunteers at Dulles are busy assisting passengers with the exciting new AeroTrain service at Dulles. In addition, the recessionary economy continues to send social service clients our way in record numbers,” said Ray Flynt, President/CEO of Travelers Aid International.

Volunteer-staffed information kiosks at all three locations provide travel and tourism information, directions, and provide an added level of help to travelers with mobility and other challenges. For example, when a passenger’s connecting flight is cancelled

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unexpectedly, Travelers Aid can help the individual book local lodging and rebook a new flight for the next day. Travelers Aid can be especially helpful in more complex situations, such as assisting infrequent travelers, unaccompanied minors, passengers with limited English, or individuals with physical or mental disabilities. Even experienced, prepared travelers can encounter unforeseen difficulties, such as a wallet or cell phone inadvertently left in a taxicab.

At Union Station, in 2009 a team of caseworkers helped 1,524 individuals and families who became stranded through no fault of their own, including the elderly and frail, victims of domestic violence, ex-offenders, or the indigent. Travelers Aid often provides a meal voucher or phone card to a client before arranging safe travel to their desired destination or referring them to another social service agency in the city's "continuum of care" for the homeless. In 2009, Travelers Aid provided free transportation back home on Greyhound Bus or Amtrak to 295 clients, including patients recently released from hospitals, women fleeing abusers, and young men who came to the Washington, DC area to work but could not find employment or affordable housing.

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[About Travelers Aid Washington DC](#)

A Program of Travelers Aid International

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Travelers Aid Washington DC is proud to be part of Travelers Aid International, the oldest, non-sectarian social welfare organization in the United States. The mission of Travelers Aid International is to advance and support a network of human service provider organizations committed to assisting individuals and families who are in crisis or transition and are disconnected from their support systems.

Travelers Aid has been operating in the Washington DC area since 1913. It is part of a network of 51 social service agencies and help desks in transportation centers, including 26 airports, 6 train stations and 9 bus terminals, throughout the United States, Canada and Australia.

While each member agency of Travelers Aid International shares the core service of helping stranded travelers, many Travelers Aid agencies provide shelter for the homeless, transitional housing, job training, counseling, local transportation assistance to job interviews and medical appointments, and other programs to help people in their communities who encounter crises as they journey through life.