



The TeleGraham

April 19th, 2025

Shift Availability

Key Available Shifts for the Week Ahead (red = no availability)											
	Concourse A	Concourse B	Concourse C	Concourse D	East Ticketing	Int Desk	L1	L2	West Ticket	East Mezz	West Mezz
Sun Apr 20th	12-4pm 4-8pm	8-noon 12-4pm	all day	12-4pm 4-8pm		8-noon 4-8pm	4-8pm	8-noon 12-4pm		8-noon 4-8pm	all day
Mon Apr 21st		10-2pm 6-9pm	7-10am	7-10am 2-6pm			7-10am	2-6pm		7-10am 10-2pm	all day
Tue Apr 22nd	7-10am 6-9pm	7-10am 6-9pm	all day	6-9pm		10-2pm	7-10am		6-9pm	7-10am 10-2pm 2-6pm 6-9pm	7-10am 2-6pm 6-9pm
Wed Apr 23rd		6-9pm	7-10am 10-2pm 6-9pm	7-10am 2-6pm 6-9pm	6-9pm	7-10am 6-9pm				7-10am 10-2pm 6-9pm	7-10am 2-6pm 6-9pm
Thur Apr 24th		7-10am 6-9pm	all day	7-10am 6-9pm		10-2pm 6-9pm	7-10am 6-9pm	7-10am		7-10am 6-9pm	7-10am 10-2pm 6-9pm
Fri Apr 25th	10-2pm 6-9pm	7-10am	7-10am 10-2pm 6-9pm	all day		6-9pm	7-10am	2-6pm	6-9pm	7-10am 6-9pm	all day
Sat Apr 26th	4-8pm	12-4pm 4-8pm	all day	8-noon 4-8pm	12-4pm	12-4pm 4-8pm	all day	8-noon 4-8pm		8-noon	all day

A number of shifts are available this week with Sat April 26th looking particularly vulnerable. We are fast approaching the VolunCheer event, surely you don't need another video to convince you to volunteer on a Saturday over Sunday? 😊



Lost & Found – Continuing Education

Looking back again on our meeting with Lost & Found, I wanted to share with you a few additional details about Lost & Found at Dulles Airport.

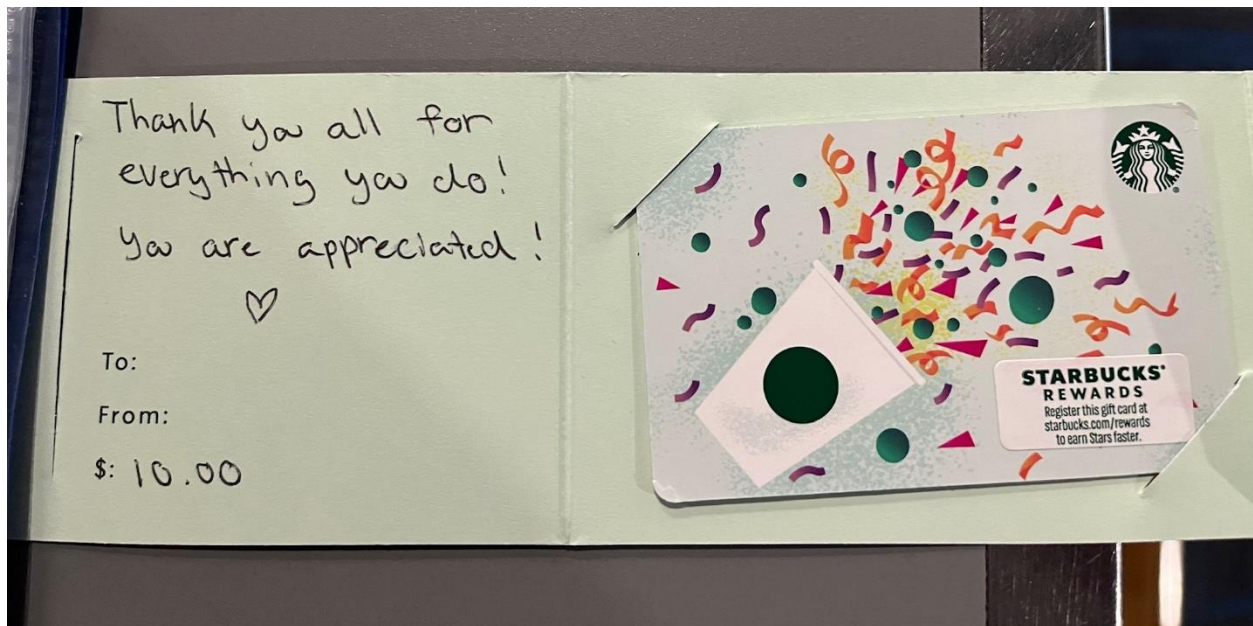
- In 2024, the industry return rate for lost items was 15%; the return rate at Dulles Airport was 33%!

- Air pods and credit cards are the most common items passenger and/or employees lose.
 - Lost & Found office recommends throwing out anything that is extremely dirty, damp/wet, and food.
- Containers with liquid in them can also not be processed by Lost & Found. They will just throw them out!

Volunteer Appreciation



Volunteer **Dave W** was the recipient of a \$10 Starbucks gift card from a passenger for his marvelous service while volunteering at Concourse D this week. The note the passenger left says it all!



Wings For All



We wanted to express our huge thanks and appreciation for all the Travelers Aid volunteers who helped out at the recent “Wings For All” event in early April. MWAA operations in conjunction with United Airlines, TSA, the ARC of Loudoun and the ARC of Northern Virginia all would like to express their thanks and gratitude for your help and assistance. A fantastic day was had by the many families who visited.

The program is designed to give individuals with special needs and their families a chance to experience a simulated airplane trip. These experiences also assist the collective airport team in learning how to better serve the diversity of our community.

With this unique concept in mind, Dulles International hosts a “dress rehearsal” from ticket counter to plane that is designed to give these families a mock -- yet realistic -- opportunity to experience travel through the airport before their actual trip.

Great job volunteers!



Viking Cruise in Belgium & Netherlands

Volunteer couple **Judith L** and **Ham L** were on a flower spotting mission recently and it did not disappoint!



We recently returned from an amazing Viking river cruise through Belgium and the Netherlands. We began our journey in quaint, medieval Bruges with a visit to the Church of our Lady to see the “Madonna and Child” statue by Michelangelo. We traveled to Ypres, Flanders Field and the American cemetery, where locals still tend the graves of American soldiers as a thank you for our support during World War

I. Visits to Ghent and Antwerp in Belgium were highlighted by soaring cathedrals and beautiful artwork. Of course, we loved sampling the delicious Belgian chocolates!

As we continued into the Netherlands, we toured several towns and cities claiming to be the oldest in the country, including Maastricht, Nijmegen and Dordrecht. We felt the Dutch peoples’ warmth, learned of their business frugality and appreciation of the Allies' support during World War II. We learned how the windmills work, toured Chalemagne’s Cathedral and Treasury, and snacked on cheeses and stroopwafel in Gouda (do you see a pattern)? Everywhere we went, we stopped in a local *Hema* store (like Target) to look for a flessenlikker, a long handled tool used to scrape the last bit of ketchup, mayo, etc. from a bottle!



Certainly the highlight in Amsterdam was our visit to the Keukenhof Gardens to see the beautiful tulips, daffodils and hyacinths. We had been there about 15 years ago, but the beauty was no less spectacular than before.



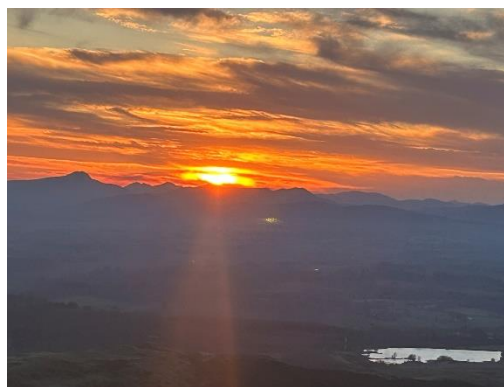
As Travelers Aid volunteers, you may appreciate that our nonstop return flight to Dulles was canceled after several hours of delays. We quickly rebooked but had to fly home the next day through Chicago and back to DC!! FYI - United Airlines paid for our hotel and two meals!!

Scotland



Anything the Dutch can do; Scotland can do better! (sorry Beatrice!).

I was lucky enough to take a break back home in Scotland last week. As usual in Scotland, the weather was glorious with not one day of rain in 12. Just clear skies, glorious sunsets and temperatures in the mid 60's!



I managed to pack quite a lot into my trip this time with 4 visits to the golf course, a hike up the local Dumyat Hill, watching football (soccer), plenty of walking and a few visits to the local pubs!



As always, have a great week everyone!
Graham Maclean, Assistant Program Manager

