



TRAVELERS AID®

DULLES AIRPORT

The TeleGraham

May 9th, 2025

In honor of the 1st ever American Pope...

Bless me father, for I have sinned. It's been nearly 3 weeks since my last TeleGraham!

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 |
| Sat May 10th | 4-8pm | 12-4pm 4-8pm | all day | all day | | | 4-8pm | 4-8pm | | all day | all day |
| Sun May 11th | 8-noon 4-8pm | 8-noon 4-8pm | all day | all day | | 12-4pm 4-8pm | 8-noon 4-8pm | 12-4pm | 8-noon | 8-noon 4-8pm | all day |
| Mon May 12th | 6-9pm | 2-6pm | all day | 7-10am 2-6pm 6-9pm | 10-2pm | | 7-10am | 7-10am | | 7-10am 2-6pm 6-9pm | 10-2pm 2-6pm |
| Tue May 13th | 7-10am 6-9pm | 7-10am 2-6pm 6-9pm | all day | | | 2-6pm 6-9pm | 7-10am | 7-10am 2-6pm | 2-6pm | 10-2pm 6-9pm | 10-2pm 6-9pm |
| Wed May 14th | 6-9pm | 6-9pm | 7-10am 10-2pm 6-9pm | all day | | 6-9pm | 7-10am 10-2pm | 10-2pm | | 7-10am 10-2pm 6-9pm | 7-10am 2-6pm 6-9pm |
| Thur May 15th | | 7-10am 6-9pm | all day | 7-10am 6-9pm | | 6-9pm | 7-10am 2-6pm | 7-10am 6-9pm | 6-9pm | 6-9pm | 2-6pm 6-9pm |
| Fri May 16th | 6-9pm | 7-10am 6-9pm | 7-10am 10-2pm 6-9pm | 7-10am 10-2pm 6-9pm | | | | | | 7-10am 10-2pm 6-9pm | all day |

If you are looking to pick up a shift or two, there will be opportunities next week! We love our volunteers and have been really impressed with how many shifts are being covered. Please keep up the good work!



Volgistics Issues

Unfortunately, we are facing an issue that was caused 4 years ago in volgistics but is rearing its ugly head now! Some shifts are double populating, while others are disappearing. I would like to suggest that everyone checks their shifts over the next few weeks, just to make sure you have not been affected, especially if it is not a regularly scheduled shift.

In general, all shifts over the course of the next few weeks should be okay, but if you've scheduled a volunteers shift beyond that, it may have been corrupted.

If you see something unusual, please send me an email, and I'll try to work it out. In the meantime, please bear with us as we are trying to sort out the glitch and hope to have everything resolved very soon!

Continuing Education

We have been pretty busy with continuing education recently and we even had a couple of events this week! As a reminder, for continuing education we have small group presentations as a part of our curriculum, and these have proved invaluable in keeping volunteers up to date on new policies and procedures.

If you have any suggestions or requests for additional learning opportunities, please get in touch and I'm sure we will be able to work something out.

This week, we were lucky enough to get a behind the scenes look at the IAB – unfortunately, only customs seal holders were able to participate but we will look to replicate the tour in the future for non-customs seal holders. In the meantime, if you do have any questions, please contact the office or ask one of those in attendance for some tips! As you can see, it was a Grade A group of volunteers who gathered for the tour!



Destination DC

This year marks the 50th anniversary of Pride in Washington DC. To mark the occasion World Pride will be celebrated in DC from May 17th – June 8th. The event is expected to attract lots of visitors to the nation's capital and we have teamed up with Destination DC to provide a meeting/information session online, next week!



The information session will be held on zoom, and you can log into the training here:

<https://destinationdc.zoom.us/j/89930390238?pwd=WnR9MQP0nElal4NNmaTlnXRureacnb.1&from=addon>

Meeting ID: 899 3039 0238

Passcode: 911581

The meeting starts at 1pm on Wednesday 14th May, and all volunteers are encouraged to watch. Details of all events going on during the festival as well as other events in and around the capital will be discussed.

Volunteer Appreciation Luncheon

Last week we had our Volunteer Appreciation Luncheon at the Hyatt Dulles hotel. It was a fun, action packed afternoon and was enjoyed by all! Once again, we would like to thank you all, those in attendance and those not, for a wonderful year. You are all very appreciated!

As always, we had special guests from MWAA including Airport Manager Richard Golinowski and Rubin Tian, (who incidentally, gave one of the best speeches I've ever heard 😊) as well as numerous personnel from around the airport including airline staff, staff from Fraport Concessions, Travelers Aid staff and many more!







As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

