**Mobile Guides**

**What do Mobile Guides do?** Mobile Guides wearing the TA vest and airport ID card walk the airport – pre and post security, outside, ticketing and baggage levels, Terminal A, wherever you believe your services would be most useful. Your vest will identify you and people will approach you or, using your TA instincts, you’ll see people in need of assistance. There are also times if we (the staff) see you are on duty we would call you and direct you to a location or situation to provide help.

**How do I do my schedule?** Mobile Guides create your own schedule when signing up in Volgistics. Click on, enter the time you plan to spend between the hours of 7am – 9pm Monday through Saturday at the airport and the system adds your work to the schedule. Sunday work will be added later in the Spring. (There are no minimum or maximum times for Mobile Guide shifts.) We then record your time and credit your service.

**Will I have maps and other laminated material?** In our COVID days and beyond, we are working paperless. The volunteer dashboard can be used on your phone and you can certainly stop by a desk and use the maps on the kiosk or refer the customer to a staffed desk for more involved questions. There are also multiple maps around the terminals that you can use to direct passengers and many have QR codes that can be read by a smartphone camera to open information on a phone.

**How do I report my tally numbers?** If you want to use a “clicker” to record assists you can pick one up at Info B or C. At the end of your shift, just email your counts and any stories to travelersaiddca@mwaa.com. We are currently using the Kiosk to record desk tally numbers but until the system is modified to record mobile counts we will do it the old fashioned way!

**Do I need to stop by a desk before beginning my work?** There is no need to sign in at a desk other than to pick up a parking chaser ticket or a clicker.

**Some words of advice!** Prior to coming to DCA to start your shift, we strongly encourage you to take a look at the website to see the most current information. Go to www.travelersaid.org/reagan/dashboard-reagan/; on the left is the “dashboard” of subject areas. Go to the bottom of that list, click on Information Manual and the first item is “DCA Info Manual.” Click on this, enter password “DCAinfo234” and you will see the Current Notices cover. The first few pages will be timely information on many fronts that will be helpful in your wanderings. We update the Current Notices at least once a week and it is in this section of the manual that you will find the staff schedules, our phone numbers, and other important information.

Thank you for indicating interest and we are excited to resume this valuable work!

April 9, 2021