Ronald Reagan Washington National Airport
January 2022 Travelers Aid Activity Report

<table>
<thead>
<tr>
<th>Desk</th>
<th>Terminal A</th>
<th>Checkpoint South</th>
<th>Checkpoint North</th>
<th>Bag N</th>
<th>Bag S</th>
<th>Mobile Guides</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Assists</td>
<td>3,059</td>
<td>17,947</td>
<td>11,532</td>
<td>2,307</td>
<td>2,582</td>
<td>261</td>
<td>37,688</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>195.5</td>
<td>372</td>
<td>367.75</td>
<td>148</td>
<td>90</td>
<td>20.5</td>
<td>1,193.75</td>
</tr>
</tbody>
</table>

In 2021 Travelers Aid assisted 342,443 passengers which includes 102,977 travelers who were helped at the new Checkpoint podiums from November 9 - December 31, 2021

Program News

We are very pleased to announce that Hayden Bryan is our 2021 Volunteer of the Year. He worked a total of 433.5 hours last year which is especially significant during the continued pandemic. Hayden’s name was added to the William Dukstein Service Award plaque located in the Travelers Aid office. His excellent customer service skills are well known in our program. For example, this month an expensive pair of eyeglass sun filters were turned into the Checkpoint North podium. Hayden noticed the case had a woman’s name and telephone number taped to it. He called the owner of the eyeglass filters who was very relieved. Hayden provided the telephone number for the airport lost & found and assured the woman that they would arrange shipping to her out-of-state location.

Congratulations to our remaining top ten volunteers for 2021: Michael Goodman with 394 hours; Carolyn Myles 368.25; Joe Amato 351; Mike Miller 345; Ed McGee 311.25; Jeff Hayes 279; Mark Moscato 273.5; Robin Richard 269; and Jeanette Clay with 249 hours. Thank you all for your service and dedication.

Assistance Stories

Paul A. approached an information desk and asked if there was a telephone he could use. He had just discovered that his cell phone had been accidentally left in a Red Top cab. Paul called his cell phone number, but no one picked up. Since he had to leave the desk, volunteer Rhonda Martin told Paul she would keep on trying the number. Happily, the driver picked up the next call and said he
would immediately return to the airport with the cell phone. Rhonda shared the good news with Paul. On his way to board his flight, Paul stopped to thank Rhonda again and show her the phone was safely in his pocket.

Volunteers Michael Goodman and Annmarie Emmet helped a young woman who had lost her coat in National Hall. Annmarie went through security and scouted around but did not locate it. The disappointed woman left the podium and peered through the glass exit doors near Checkpoint South. She excitedly pointed out that she could see the coat in the distance on the back of a seating unit. The evening volunteer, Kalani Herrera, was just coming on duty so he offered to head out to National Hall for the retrieval.

Annmarie and Kalani with the passenger now proudly wearing her camel-colored coat!

Volunteer Phyllis Talbert helped a passenger needing a Covid-19 test while working at Checkpoint North. Even though it had been announced that American would temporarily issue gate passes for their passengers, this early morning traveler wasn’t able to get a pass. Phyllis went with her back to the American ticket counter and asked about the gate pass. Phyllis saw the female traveler later that morning and she confirmed that she received the test and was now able to make her flight.

Wayne Sartis and Dick White took a call from a traveler, a nominee for a Presidential Appointment to the Civil Rights Commission, who lost his briefcase. He thought it may be in the American Airlines baggage area, so Wayne went to look but did not find the briefcase. The passenger had his receipt from the taxicab company he had just arrived in, so Dick went outside to the taxi dispatcher. The dispatcher made a few calls, located the cab, and the found the briefcase. The driver delivered the briefcase to the traveler’s Crystal City hotel.

A non-English speaking Latino couple from Columbia came up to Sandy Hershey at the Checkpoint North podium. Using her knowledge of Spanish, Sandy determined that the couple needed directions to the security checkpoint. They had carryon luggage and appeared to have boarding passes. On
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closer inspection, Sandy discovered that the tickets were the ones they had used to fly into our airport from Miami. She took the couple to the American Airlines kiosk and helped them print out new boarding passes using their confirmation code. Sandy walked the couple back to the security checkpoint with their new tickets in hand for travel back to Miami. The gentleman shook the volunteer’s hand and offered a sincere “Gracias!”

Andy Setlur, working at Checkpoint South, was asked by a Spanish speaking woman if there was somewhere she could convert her cash to a credit card. Staff was nearby and offered to take the woman with her two children upstairs to the readySTATION kiosk near the United Airlines ticketing counter. Once they had the loaded credit card, the family returned to Terminal A for their Frontier Airlines flight.

In Memoriam

Margaret Truslow (center) served as a volunteer with our program for more than 28 years. When she retired after 30 years as a manager for the American Express Travel Division, she began to look around for something to do in her spare time. A friend saw a recruitment ad in The Washington Post for volunteers at National Airport and thought this would be a good fit for Margaret. She partnered with several volunteers for her first 3 years until 1995 when she was paired with new volunteer, Judith Ware, pictured on the right. They remained together every Monday morning from 7:00-10:00 for the next twenty-five years. One of Margaret’s more memorable assist stories involved the reporting of an unattended bag which resulted in the partial closure of the airport and being interviewed by the airport police.

Margaret was born in 1927 in Manchester, England where she also met “a Virginia gentleman” who later became her husband. They sailed together in 1947 to the United States on the SS Washington. Margaret’s career with American Express provided opportunities to travel all over the world. Her favorite trips were to Australia, China, Hong Kong, and Africa for a safari. Until the time of the pandemic in 2020, Margaret routinely visited her family in the United Kingdom. Margaret died at age 94 years on January 4, 2022.