

Ronald Reagan Washington National Airport April 2022 Travelers Aid Activity Report

Desk	Terminal A	Checkpoint South	Checkpoint North	Bag N	Bag S	Mobile Guides	TOTALS
Customer Assists	7,912	25,208	18,173	8,063	5,776	344	65,476
Volunteer Hours	278	461	458	254	150	70	1,671

Travelers Aid had 106 unique volunteers this month

*We welcomed **Junghyo “Jamie” Song** as our new KoreaWEST intern on April 4th and **Christine Maly** as the new Coordinator of Volunteers on April 11th
Please see the last two pages of this report for their introductions*

Assistance Stories

Volunteer **Julie Stong** was working at Checkpoint South on Friday, April 1st, when a woman asked for help finding her lost cell phone. She thought she may have left it in the ladies restroom near gate 59. Julie made the long hike out to the gate, and when she didn't find the phone in the restroom she spoke with the nearby housekeepers. They told her the phone had been found and given to the agent at gate 48 who in turn gave it to her manager. The American Airlines manager asked that the phone be identified by the owner who was of course waiting back at Checkpoint South. Julie called **Staff** who went to the checkpoint and used their cellphone to connect the owner with the AA manager. Julie was then given the phone which she brought back to the woman. Success!

And speaking of success, **Julie** has been especially adept with connecting passengers and their lost phones this month. H.M. Quillian traveled through our airport on April 27th and later sent an email filled with accolades for Julie. Here are some excerpts:

Dear Travelers Aid

No sooner had I passed through the now multi-level sets of doors and gates separating the travelers from the arrivals at Ronald Reagan Washington National Airport that I noticed the absence of my smart phone from my pocket. Julie Stong to the rescue!!! When she asked how I was doing, I confided that I had experienced better times because of the loss of my electronic friend. Yet, she helped me narrow possible locations of the phone's arbitrary escape with dispatch, and off she ran!!! Within a very short time, she returned - phone in hand. From helpless to helped! A miracle! To then learn that Julie is a pure volunteer -- and since 2017 -- was even more

Ronald Reagan Washington National Airport April 2022 Travelers Aid Activity Report

Enlightening. Those years have not been easy. She is a true public servant of the nth degree. Thanks for the service Travelers Aid provides to the public (especially in our nation's Capital) and even more so to Julie who was remarkable. I'll add that I talked to and flew on the plane with Ambassador Andrew Young -- another true public servant. When interviewed for his 90th birthday in March 2022, he admonished that one should "Leave someone at least a little better off than when you met them" (I paraphrase.) Julie left me a lot better off than when I met her!! Thank you, thank you, thank you.

A young woman came to Baggage South where **Gail Kuliecza** was volunteering and asked for help finding her ride. She had a lovely Australian accent and an international cell phone that she couldn't use. Gail called the woman's friend from the desk phone and arranged for a meeting spot. About 10 minutes later the friend called back on the desk phone to say she was unable to find the passenger. Gail went out to the curb and the friend immediately recognized her by her bright blue volunteer vest. Gail told her she would look around for the passenger and bring her to the car. The young woman spotted Gail first and quickly walked to her friend's car. As always, Gail closes her assist stories with *"I love my job!"*

Phyllis Talbert received a phone call at Checkpoint North from an 82-year-old woman who was very upset. She had connected through our airport two days earlier and lost her i-Pad in a black and white Coach case. The woman was understandably distraught because the i-Pad contained the only pictures of her now deceased daughter. A flight attendant had found the i-Pad and contacted the woman though it was unclear how she would be able to get her property back. Phyllis called **Staff** for assistance and the i-Pad was located in the American Airlines lost & found, next to their baggage office. The agent told Staff that the woman could call them and they would immediately send the i-Pad to her. The elderly woman was so very grateful that she declared Phyllis would be in her daily prayers for the rest of her life!

A woman with her child approached Checkpoint South and told **Janet Fedak** that she had just arrived and left her cellphone in the airplane's seat back pocket. Janet got the woman's name, flight number, her arrival gate and seat number, as well as a description of the phone. She went out to the gate and found that the airline agent had the phone at the gate podium. Janet was able to get the cellphone back to the very grateful passenger.

Pender McCarter was working at Checkpoint North when a woman requested urgent assistance. She had just been released from the hospital after foot surgery and had a Southwest Airlines flight boarding in 45 minutes. The woman was on the complete opposite end of the airport from where she needed to be and could not walk. Pender called for a wheelchair and the G2 service contracted by American Airlines responded. When it was explained that there are two separate G2 affiliates within

Ronald Reagan Washington National Airport April 2022 Travelers Aid Activity Report

the airport, this one with AA and the other contracted by Southwest, Pender knew he was out of time. He grabbed an available wheelchair and pushed the woman to Terminal A himself. Once Pender was near the Southwest ticket counter, he was able to hand over the duties to the “proper” G2 wheelchair attendant. Gee we find this all a bit confusing *too!*

A female passenger approached the Checkpoint North desk on a Sunday evening where volunteer **Michael Goodman** was working. She lost her phone and needed to board a flight at 8:05pm that evening. The woman thought she may have left it at Budget car rental. Michael tried calling the onsite Budget office without success. The woman called the 1-800 number and was able to talk with a person who confirmed her phone was at the DCA location. Budget sent an Uber to pick up the woman from Terminal C so she could return and claim her property. Michael walked her to the ride app pick up area and hoped very much to see her walk past the Checkpoint North desk in time for her flight to Dayton. Sure enough, the woman came back with the phone in her hand! Michael asked that she text him once she was boarded so he could be certain she was safely on her way. The woman texted Michael that she got on her plane just before the doors closed and profusely thanked him for all his help.



Hayden Bryan was volunteering at the Bag North desk when a man asked him if anyone had turned in an i-Pad. When he looked up, he saw the man who asked the question was Joe Theismann. (Hayden exclaimed later to **Staff** that, *“he looked great, exactly like this picture!”*) Joe was not even asking about the i-Pad on his own behalf, since once Hayden confirmed that he had the item, the former Redskins quarterback headed to find a fellow passenger. So, Hayden reports not only a celebrity sighting but also a very impressive addition to our Travelers Aid team!

Ronald Reagan Washington National Airport March 2022 Travelers Aid Activity Report

Christine Maly joins our staff



Christine is our new Coordinator of Volunteers! She comes to Travelers Aid at Reagan National Airport with many years of experience coordinating volunteers at both the American Red Cross and the Boy Scouts of America. Christine has a bachelor's degree in sociology and a master's degree in public administration. She has worked with social service agencies in the states of Georgia and Iowa.

Christine lives in Alexandria with her husband and two sons (pictured left) and has been a DC area resident for over 15 years. Prior to this, her family lived both in Hawaii and overseas while her husband, Keith, served in the US Navy. Christine's elder son, James, began volunteering for Travelers Aid in high school. He is currently a freshman at Averett University in Danville, VA where he is enrolled in the flight operations and professional pilot program. Her younger son, Simon, attends Bishop Ireton High

School in Alexandria and rows for the varsity crew team. Both young men are Eagle Scouts with scouting being a significant activity in the lives of the entire family.

Christine is very excited to join our team as we re-grow our program and increase our airport presence. She will be stopping by at the information desks to say hello and looks forward to working alongside our experienced and dedicated volunteers.

Ronald Reagan Washington National Airport March 2022 Travelers Aid Activity Report

Junghyo “Jamie” Song is our new KoreaWEST intern



“Hello, my name is Jamie. I am from South Korea. My Korean name is Junghyo Song. I just graduated from university in Korea. My major is global communication. I'm going to have an internship here for the next 4 months. I like to communicate with people and I really like traveling. I have been to 18 countries so far. My favorite place is the airport, So I'm really happy to be working at the airport. Every time I go to work, I feel like I'm traveling. I've just worked at the desk, I love talking to volunteers I work with and I feel that they're really sweet and have a warm heart. I'm so happy to work with them. Whenever I hear “thank you for helping me”, I feel really rewarded and proud to be a part of Travelers Aid. I want to feel this way for the rest of my life. Thank you!”

*Jamie at Terminal A pictured with the **Volunteer Appreciation Week** English Garden floral arrangements*