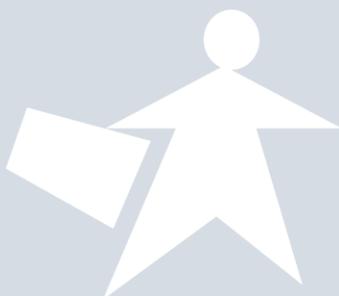




August 2022

Travelers Aid Activities Report

Washington Reagan
National Airport



Prepared by Travelers Aid-DCA

Washington Reagan National Airport
PO Box, Washington DC, 20001
TravelersAidDCA@mwa.com
703.417.3975

Highlights

Travelers Aid assisted **44,975** passengers and provided **1,724** hours of service for the month of August 2022.

- This month **6** new volunteers completed several weeks of training, have completed badge requirements, and have hit the ground running at the information desks.
- We are **working with IT** to incorporate podium use on the kiosks at the information desks.
- There has been a large **uptick in phone calls** to the desks from passengers inquiring about baggage and flight issues.
- We have received **8** notifications of baggage falling down the escalator in Terminal 2 from the ticketing level to the Checkpoint level. North and South.
- Travelers Aid worked with the MWAA police department to host an **Active Shooter Training** on August 28th. It was a wonderful turnout, with all 25 slots filled with volunteers. Special thanks to Corporal King for connecting us to the right people and to Sergeant Dwyer for the excellent presentation.



Scenes from the Travelers Aid Desks

Message from a passenger:

From: **Jackie Liang**

Date: Sat, Aug 20, 2022, 12:13 PM

Subject: Lynn was amazing!

Just wanted to raise up how amazing your volunteer, Lynn, was at showing kindness, calm, and good humor as she helped me get my phone back from an Uber. (Glad to be able to write this email from it!)

As I return to my hometown to serve a year in public service, I'm reminded that it is people like Lynn who serve our communities and make it the caring places that we can call home.

Thank you, again, Lynn and all volunteers!

Sharyn Hennesy, 8/1, North Checkpoint

A passenger left her cellphone in her Uber. We called the phone several times and didn't get an answer. The passenger went upstairs to change her flight. I kept calling the number and finally the Uber driver answered, and he said he was on his way back to the airport with the phone. I found the passenger at the ticket counter and let her know. She was so happy!

Gail Kuliecza, Amy Prahar, Dan Pinsker, 8/8, South Checkpoint

During the afternoon of August 8th, a passenger came to Checkpoint South, where Gail Kuliecza and Amy Prahar were working. The young man had just arrived from Rhode Island while visiting the US and was visiting DC to attend a workshop at AU. He had been by Door 3 on the Departures level when he lost track of his travel case containing his passport, ID, documents, and money. Despite his limited English knowledge and the volunteer's limited Spanish knowledge, Gail and Amy understood the situation. They contacted the resources at their disposal to find the missing travel case. Nothing at been turned in so far. The volunteers let the passenger stay close to the desk while they continued their search and assisted other passengers.

When Dan arrived for his shift, he communicated with the passenger in Spanish to see if the travel case could still be somewhere in the terminal in the post-security area. After the passenger pointed out how he had navigated the airport earlier, Dan ventured out through the security checkpoint and retraced the passenger's steps. After checking around the E Gates area and the American Airlines customer service desk nearby. The items still weren't found. Later in the shift, after reaching out to Tina (staff) to see what the passenger had to do to go through security if the passenger didn't have valid identification by the time of his return to Rhode Island, Dan contacted the airport police. Describing the item to the police, the operator informed him that the travel case had been found and was at the airport's lost and found office. After relaying the news to the passenger, he escorted him to the office.

Denise Schossler, 8/9, North Checkpoint

A woman approached me at the North Security Checkpoint desk. She was a caregiver for another woman who suffers from dementia. They were preparing to check in for a flight when the woman wandered away and the caregiver couldn't locate her. She asked about paging the missing woman, but we decided that even if the woman recognized that she was being paged, she would not be able to follow directions to find the Checkpoint desk. So, I contacted airport police. The dispatcher sent an officer to the Checkpoint desk to assist, and the missing woman was located. She and her caretaker headed off to check in for their flight to Vermont.

Jonathan Sunray, Doug Wreath, a taxi driver; 8/12, North Baggage and North Checkpoint

Tina (Staff) had just gone up the escalator near the North Baggage desk when Doug came running up to the North Checkpoint to find her and give her a wallet that had just been turned in from a taxi driver who found it in the backseat of his cab. Tina took the wallet and walked to the North Checkpoint desk when someone coming off the Metro said they just found a large toiletry bag by the moving walkway and handed it to her. Jonathan was ready to do the legwork to find out who the purse belonged to. He got the name from the ID and walked to the American counter to see if the person may have been on a flight. There was someone else with the same last name on a flight but not this person on the ID. So, an airport wide page was made. Within minutes a phone call came to the desk from a high school aged teenager in Terminal 1 getting ready to check in for her Southwest flight. She did not realize her wallet was not with her. To confirm her identity, Jonathan asked if someone else in her family was flying today and it turned out it was her father that was on the American flight! She was panicked about getting on her flight and boarding so Jonathan quickly took the wallet from North Checkpoint to the Southwest counters to meet her. During this time, a gentleman came running up to the desk and told Tina that the toiletry bag she was holding was his wife's and she would throw him out of their house if he didn't get it back for her. After confirming about some of the contents the bag was given to the greatly relieved man. Two happy passengers!

Tom Ortiz, 8/13, South Checkpoint

An elderly passenger's husband came to info desk South saying his wife left her cane when in the ladies' room or at Ben's Chili Bowl. I went through TSA security and backtracked their route. I asked a female maintenance worker if she wouldn't mind checking in the ladies' room and it was there! I was able to get the cane back to the passenger.

Gail Kuliecza, 8/15, South Checkpoint

Around 2:30 Monday afternoon a woman came to the Checkpoint South desk with a request. She had dropped her daughter off for a Delta flight to JFK, with a connecting flight to Switzerland, to begin her first year of college. Her daughter had forgotten to pack her favorite rings and mentioned that to her mom before she went through security. The mom drove back home and returned to the airport with 7 or 8 rings in a plastic sandwich bag. She asked me how she could get the rings to her daughter before the plane left. I had the flight information and noticed that boarding was at 2:35, which gave me 5 minutes to go through security and get to Gate 20. Luckily, I was able to scoot through security fairly quickly but when I got to the gate the flight was already boarding. I asked the desk agent if the daughter had boarded. She hadn't, so I asked the agent to page her. I was able to find the daughter and give her the rings. When I got back to Checkpoint

South the mom was waiting for me. Her daughter had already texted that she had the rings. Everyone was very happy with the end result, especially me!

Denise Schossler, 8/16, South Checkpoint

A woman approached my desk to say that she had brought her 87/88-year-old mother to the airport, the mother had gone through security to fly alone to Wisconsin, and she had her late husband's pocket knife in her purse. He had carried it for something like 50 years, and it meant everything to her as a memory of him. Apparently after he died, she carried it all the time and she forgot it was in the purse. Of course, TSA found and confiscated it. The daughter, who lives in Virginia, asked if I could help in retrieving it from TSA. I took the daughter to the TSA security area and explained the situation. Her distraught mother was over on the other side of security, and we could see her from the distance. The TSA officers were very helpful and supportive. First, they went through their bins and found the knife and gave it to the daughter for safekeeping. Then one of the officers told her that he would personally escort the mother out to her gate to make sure she got there safely. The daughter was very touched and very grateful.

Mark Schenkman, 8/26, North Checkpoint

A representative from American Airlines approached me at Check Point North with a gentleman from Columbia. He was trying to get back to Columbia and she told me I was her last hope. The gentleman spoke very little English so I could not understand the full backstory, but due to his lack of cell phone and difficulty with the public computer at his hotel he was unable to complete a form through Check Mig that is required to enter Columbia and was denied boarding. I believe he had an account at Check Mig but he did not know the password and without access to email we could not reset. In the end, we created a new Check Mig account for him and entered the required information. The American Airlines representative said this would hopefully allow him to board and with the information in the cloud, allow him to enter Columbia.

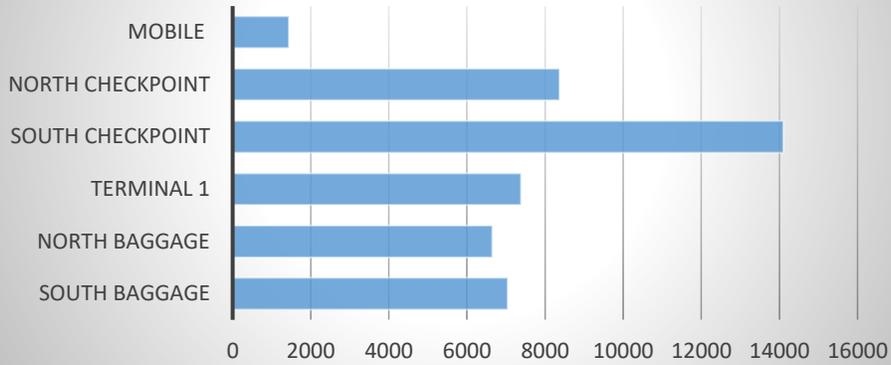
Michael McCleary, 8/30, North Checkpoint

I assisted at Checkpoint North a gentleman from Spain as to how he could take the Metro and shuttle to Dulles Airport. He found out I had lived in Madrid for many years and was a big supporter of the Atletico de Madrid soccer club, in which there is a special bond between fans. It was as if he had found a lost brother and was amazed at this "find" in the heart of Washington! I even had my work bag which has the team colors and emblem. We took photos, had a great chat, and have a new friend in Madrid.

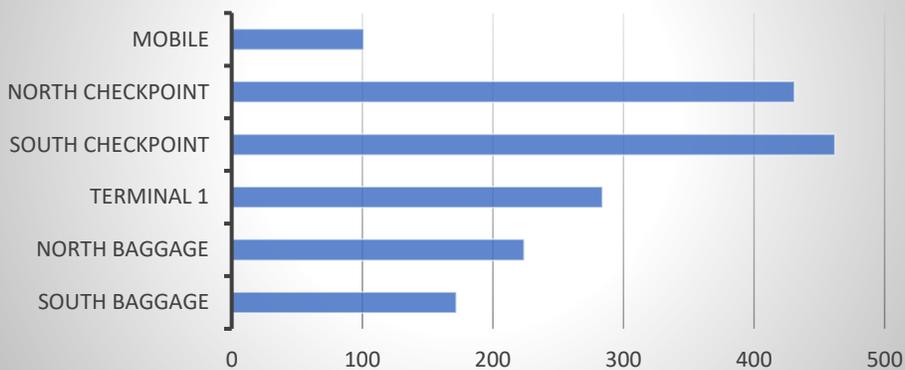
Message from a Volunteer:

"I personally appreciate the situations where we interact with other airport partners, like the police with the woman with dementia or the TSA officers about the pocketknife."- Denise Schossler

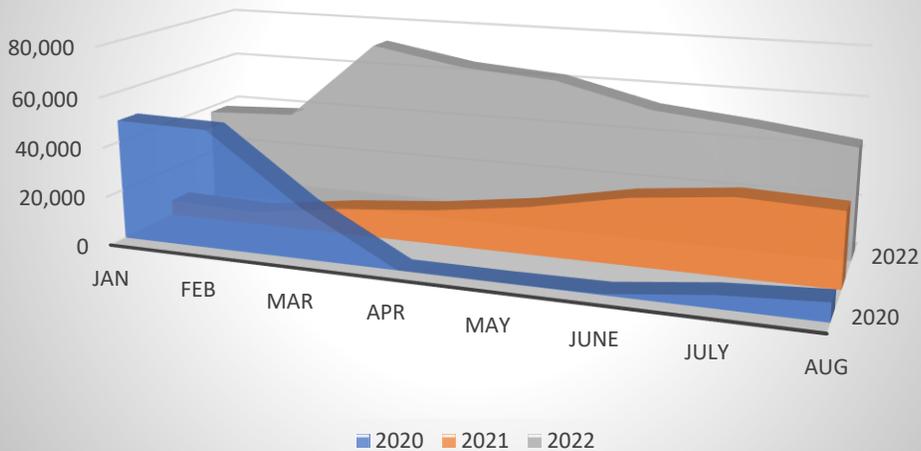
August Assists By Location Total 44,975



Hours Served per Location Total 1,724 hours



Passenger Assists, January-August 2020, 2021, 2022



Volunteer Spotlight

Meet Emma Staton

Emma was born in a small town near Charleston, SC called Monks Corner. Just six weeks later her family moved to Wilmington, SC. She has fond memories of her time there, recalling that she loved growing up near the water, going roller skating, and walking around town. At age 14, they moved again but this time up North to Bronx, NY. It was a big change, from a smaller city to THE big city and going from a high school with a class of 300 to a class of almost 2,000. What she didn't realize until later was late General Colin Powell lived on her block and graduated from her high school!



After high school, Emma took a day job with what was then known as the Life Insurance Association of America (LIAA) and took night and weekend classes at Brooklyn Community College. Her original goal was to be a Medical Technician until she realized she did not like dissecting

frogs! She changed her major to Business and said it was the best decision because she has loved her career working in an office. In 1973, LIAA moved to Washington D.C., and she relocated with the company. A couple of name changes and mergers later the company is now known as American Council of Life Insurers (ACLI). She retired in 1997 after 35 years with the company. Her evolution with the company was the classic tale of working one's way up, starting as a mail clerk, then file clerk, admin assistant, supervisor, and finally to manager. But she was a young 52 year old at retirement and after a year of shopping and lunching she decided to go back to work! She worked for a few temp agencies, then for the American Red Cross until she retired again in 2006. But being idle is not her thing, she went back to work part-time and added Travelers Aid to her volunteering resume, after volunteering at the Mount Vernon hospital and for the Red Cross.

During her training with Travelers Aid, she was impressed that so many of our volunteers have been here for 15 and 20 years. She says *"I plan to be here as long as I can walk and talk. I love helping people."*

"Have you any insight or guidance that you would share with other volunteers to improve or support their experience?"

"I would just say love what you're doing, don't be afraid to ask questions, and use your life experiences to draw on solutions. We're a team and we're here to help each other-remember that. And lastly, be a people person."

What's your most memorable Travelers Aid moment?

"All are memorable because I love it so much. No single assist sets itself apart because I love being a volunteer. I try to enjoy every moment I'm here. My 13 years here have been very memorable and still going!"



Extra, Extra!

A fun thing to know about Emma is that at 16 years old she became the President of pop music star, Johnny Mathis' Fan Club that boasted 300 members. As President, she was able to meet with Johnny a number of times at his sold out shows in NYC during the 1950s and 60s. Johnny Mathis regularly performs at the Wolf Trap Theater in Vienna, VA. This pic is from 2019.