



For Immediate Use
PRESS RELEASE

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Travelers Aid Volunteers Engage in Passenger Assistance

NEW YORK – In 2018 Travelers Aid volunteers assisted 449,456 travelers passing through John F. Kennedy International Airport (JFK) and Newark-Liberty International Airport (EWR).

Travelers Aid has more than 100 volunteers staffing information desks at these two locations. As the primary point of contact in the customer experience, the Travelers Aid volunteers provide directions, security clearance and customs advice; assist passengers with missed airline connections, problems retrieving luggage and translation services; and other travel complications. The volunteers provide the personal touch to help relatives find their arriving family members. The Travelers Aid volunteers and staff members provide added assistance to those suffering a crisis while traveling.

Collectively, EWR and JFK Travelers Aid volunteers donated over 23,569 hours of service to the community, a value of approximately \$687,900.

At JFK, 75 Travelers Aid volunteers assisted 326,712 passengers.

At Newark, 32 Travelers Aid volunteers assisted 122,744 passengers.

To learn more about volunteering please visit: travelersaid.org/jfk/volunteer or travelersaid.org/Newark/volunteer.



About Us: TAI is a network of 43 Travelers Aid members and locations working together to assist today's "stranded traveler."

Travelers Aid International (TAI) directly operates guest services at Washington Reagan and Dulles Airports along with Washington Union Station; New York JFK Airport; Newark Airport; and Bradley Airport.

Our network includes members within the United States, Puerto Rico, Canada and Australia.

- 32 members provide social services to their communities, primarily assistance to the homeless.
- In 25 locations, Travelers Aid staff, and volunteers at information counters provide assistance to airport, cruise, rail and bus passengers.

Travelers Aid began in St. Louis in 1851. Our 2,200 volunteers annually assist more than 10 million travelers as well as those who are "stranded" in life. For more info, visit: www.travelersaid.org

For additional information, call Tom Smith, Director of Communications, (240) 241-7963.