



For Immediate Use
PRESS RELEASE

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Travelers Aid Serves 3.3 Million Washington Area Passengers in 2018

WASHINGTON – Travelers Aid in 2018 assisted 3,344,642 Washington area travelers passing through Washington Dulles International Airport, Washington Reagan National Airport and Washington Union Station.

Travelers Aid has more than 610 volunteers staffing information desks and mobile kiosks at these three locations. As the primary point of contact in the customer experience, the Travelers Aid volunteers provide directions, tourism tips, 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.

The Travelers Aid volunteers collectively donated more than 80,840 hours of service to the community. The community donation was valued at more than \$3.1 million.

Dulles International Airport continues to be the busiest airport within the Travelers Aid network. Last year, 383 volunteers assisted 2,533,005 passengers. Travelers Aid maintains 14 assistance locations within the airport.



Travelers Aid assistance at Reagan National Airport grew by more than 60 percent in 2018. The 208 volunteers assisted 587,101 in 2018 compared to 364,052 the previous year. As part of the ongoing Project Journey construction project, Travelers Aid opened two new information booths on the baggage claim level. In addition, volunteers or mobile guides are now working throughout the terminal in pre-and post-security areas.

Passenger assistance reached a new high last year at Washington Union Station. The 19 volunteers assisted 224,536 passengers, up 2 percent from 2017. In addition to travel and tourism advice, the Union Station team of volunteers and social workers provided initial counseling to 1,476 individuals who approached the Travelers Aid desk and were experiencing some form of crisis, including those fleeing domestic violence or human trafficking, the mentally ill, those suffering from dementia and the homeless.

The social workers referred these individuals to the appropriate area agency or provided those stranded in Washington with a bus ticket back to family. Through gifts from the community, Travelers Aid last year purchased 238 bus tickets to assist these stranded travelers.

For those interested in volunteering at any of the three Washington locations, visit the Travelers Aid website at <https://www.travelersaid.org/volunteer-form> or call the location direct.

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

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

Today's network consists of members in the United States, Puerto Rico, Canada and Australia. Currently 32 members provide social services to their communities, primarily assistance to the homeless. At 25 locations, Travelers Aid staffs information booths to 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.