



TRAVELERS AID®

DULLES AIRPORT

The Weekly TeleGraham

January 17th, 2025

Our Leader returns!

Great news for everyone this week as **Amy Gutmiedl** will return to her duties as Program Manager at Dulles on Sunday. She has been cleared to return after her fall and is looking forward to seeing you all again. Please no hugs however!

Shift Availability

Key Available Shifts for the Week Ahead (red = no availability)											
	Concourse A	Concourse B	Concourse C	Concourse D	East Ticketing	Int Desk	L1	L2	West Ticket	East Mezz	West Mezz
Sat Jan 18th	4-8pm	all day	all day	4-8pm		4-8pm	8-noon	8-noon 4-8pm	4-8pm	4-8pm	all day
Sun Jan 19th	8-noon		all day	12-4pm 4-8pm		4-8pm	8-noon 4-8pm			all day	all day
Mon Jan 20th	10-2pm 6-9pm	6-9pm	all day	7-10am 2-6pm 6-9pm			10-2pm	7-10am 10-2pm 2-6pm		7-10am	all day
Tue Jan 21st	7-10am 6-9pm	7-10am 6-9pm	all day	7-10am 2-6pm 6-9pm	6-9pm		7-10am 6-9pm	7-10am	6-9pm	7-10am	7-10am 2-6pm 6-9pm
Wed Jan 22nd	7-10am 2-6pm 6-9pm	6-9pm	all day	7-10am 6-9pm		6-9pm	6-9pm			7-10am 10-2pm	all day
Thur Jan 23rd		10-2pm 6-9pm	7-10am 2-6pm 6-9pm	7-10am 6-9pm			7-10am 6-9pm	7-10am		7-10am 6-9pm	all day
Fri Jan 24th	10-2pm 6-9pm	7-10am 6-9pm	7-10am 6-9pm	7-10am 10-2pm 6-9pm					6-9pm	7-10am	all day

You guys are amazing with another week of shift availability at very low levels! If you see a shift that you are interested in, grab it now! As a reminder, if you are interested in a regular shift, please contact the office and we can set you up for a weekly or bi-weekly volunteer slot. We can rotate locations or look for availability at one specific location. We are very flexible. Well, except for Amy right now, who is still a bit sore in the neck area!



Dave W had a busy week last week! He started the week dragging me around the airport to film the latest installment of our continuing education series. Dave was our lead presenter this month and delivered a very informative look at what to do in Emergency and Non-Emergency situations. The fabulous video can be found on our YouTube channel at [Travelers Aid IAD - YouTube](#)

The actual video can be found by clicking this link:

[Continuing Education 3 - Responding to Emergency & Non-Emergency situations at Dulles Airport](#)

We would ask that you “like and subscribe” to our channel. It allows you to receive a simple notification whenever a new video is released, so you won’t miss out on the words of wisdom.

Also this week, **Dave W** was recognized by a grateful passenger who expressed thanks for Dave’s help in the email below:

“I wanted to recognize one of your outstanding volunteers, **Dave W**. I flew in Friday 3 Jan from St. Louis for a funeral. While I have traveled a lot, I was not familiar with the Dulles layout or their shuttles. I came to an Info Station and **Dave W**. pointed me in the direction of the shuttle I needed to get to passenger pick-up. Then on my return to Dulles on 7 Jan, I completed the TSA process and had no idea where to go and saw an Info Station and there was **Dave W**. again. He guided me to right shuttle that was needed to get to the terminal. **Dave W**. saved me time and more importantly lowered my traveling stress level completely! Please recognize and thank him for me. He is a tremendous asset for the Dulles community!”





Our volunteers have been on a great run with Lost & Found and are doing a fantastic job with following all procedures. Unfortunately, with all good runs, sometimes they come to an end, or at least have a little wobble! To keep our good run of adhering to procedures going, I'd just like to offer a few reminders that will allow us all to continue finding, receiving and returning lost items at Dulles, in the best possible manner.

- **Log the item ASAP – don't wait until you see if someone comes to pick the item up. Log it before, or as soon as you have finished making an announcement**
- **In the description of the item, please be as descriptive as possible. Include names and states/countries for passports/driver's licenses. Identify the color for bags, a size for clothing, what type of iPhone is it (13, 14 etc.), and note any distinguishing features of the item.**
- **Return all items to L&F as soon as possible. If L&F is closed, take the item to L1 or ask a TA staff member to take it to the office**
- **MWAA police will take an item but would prefer not to. Don't bother them if you don't have to, they are busy people and have lots of important things they need to do!**

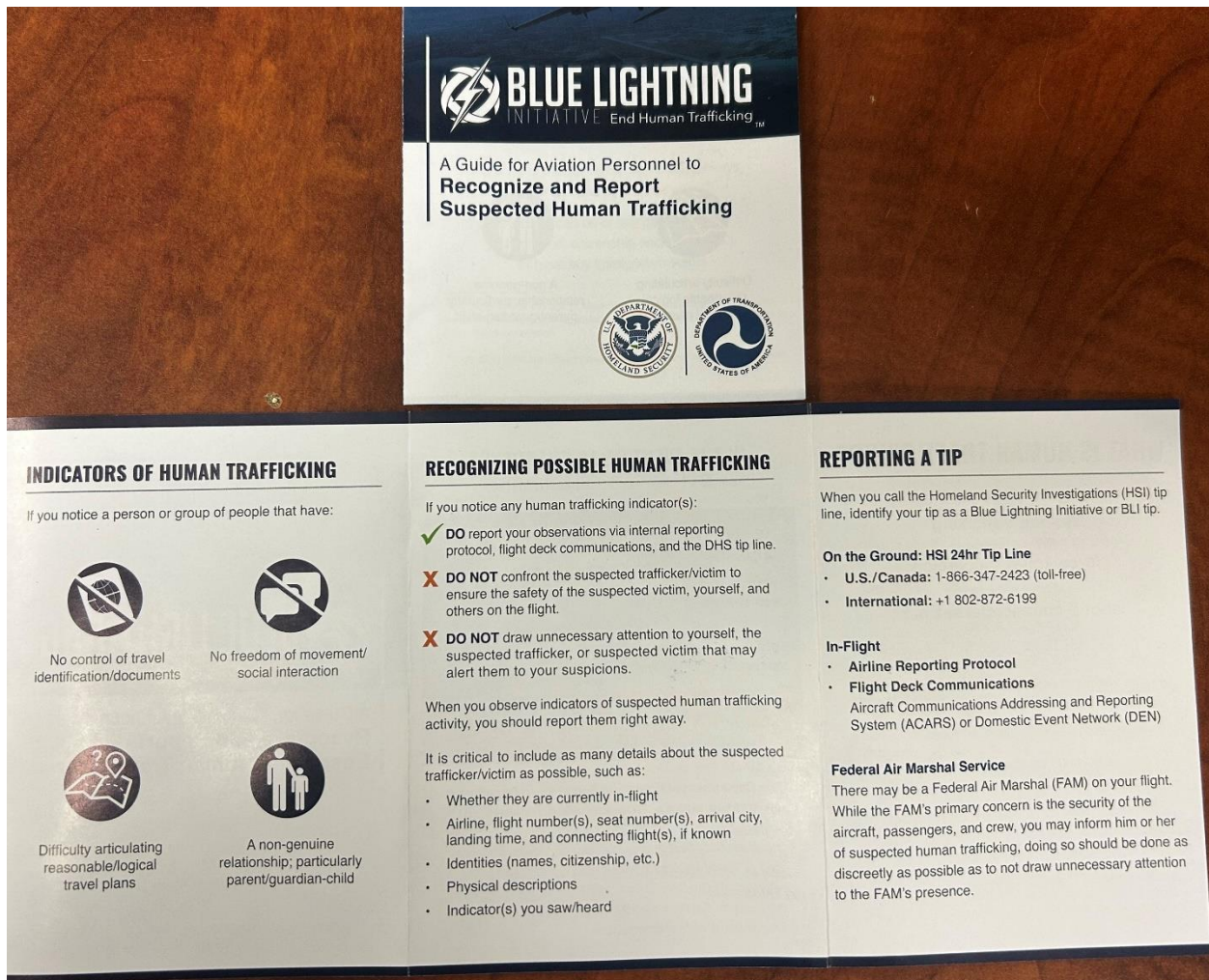


This week we've already seen an uptick in passengers wanting to find out where to pick up their handgun, when they arrive at Dulles. The actual answer is at the baggage claim associated with their flight. However, this is also airline dependent as some airlines will make the passenger come to their baggage claim office. This is not an airport requirement however, so if a passenger does request where

to pick up the weapon, the best advice is to guide them to the respective baggage office (if you know the airline has one, and it is open) and if not, the normal baggage claim location for that flight.

In cases of rifles, they are often classed as oversized luggage so they may be at baggage claim 8 or 1, depending on size.

Combatting Human Trafficking in Aviation



Travelers Aid staff and volunteers recently attended the Combatting Human Trafficking in Aviation presentation. We will soon be providing all volunteers with information from the event and some guidance on some of the ways we can assist police and other services as they look to combat what is a very troubling occurrence.



The recent cold weather and expected snow on Sunday, sometimes reminds me of home!

Scottish Weather

A film crew was filming in the highlands when an old Gaelic seer came hobbling by. "Tomorrow rain," he informed them and hobbled on. Sure enough it rained the very next day. Again he hobbled past: "Tomorrow sunshine," he let them know, and it was indeed a fine sunny day the next day.

The director was mighty impressed and got the crew to hire him and every day the wise old sage predicted accurately what the weather would be. But after a couple of weeks the old man didn't show up and eventually the director found him in a bothy.

"Hey, we need your predictions, why aren't you showing up?" "Radio broken," the old man replied.

As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

