



TRAVELERS AID[®]

D U L L E S A I R P O R T

The Weekly TeleGraham

January 3rd 2025

Happy New Year!



A happy Holiday Season experience for Volunteer Steve P

I volunteered last Saturday at L1, 4:00-8:00.

After partaking in some Saturday goodies that Graham had brought to me, I assisted a very nice lady (Kat), giving her directions to get up to her airline's ticket counter.

Kat then stepped aside for a moment to check on a personal item.

Next up was an anxious gentleman, not well versed in English, trying to get to a D gate to make a connecting flight from overseas.

Kat was in apparent awe of how I dealt with the gentleman.

Finally, with the gentleman on his way, Kat re-engaged with me, telling me it was my lucky day.

She told me how impressed she was with Travelers Aid and what we do.

Kat then asked if I had any grand-kids. I acknowledged that I had two (3 & 6 years old). She then wanted to know their names.

Kat told me she was an author of children's books and left me with an autographed copy of her book, inscribed with a personal note to my grandkids (Kate & Paige).

I was completely taken back. That and Graham's Travelers Aid treats made the holiday season for me.



Volunteer Alan M with some Monday evening identity issues?

Monday at L2. Policeman finds a luggage cart by the side of L2 booth. In it are: a life vest pack from an airline, a black child's sweater and a small pink purse with a pearl handle. He leaves me to handle. I took the vest package to the Etihad baggage service, the nearest to L2 and advised that they better check their planes for a missing package.

I logged the sweater and purse and then left to put them in the L1 L&F bin. Several steps into my trek to L1, I became aware that I was carrying a little pink purse ... and was hoping no one noticed. Ha - I got stares all the way to L1. When I reached the safety of the booth, Volunteers **Jan McN** and **Peggy H** were merciless! Both started laughing and saying things like "nice accessory!". And "you should raise your little finger when you carry that!"

They thanked me for making their night!

Shift Availability/Parking Pass Procedures

As the desks get busier with volunteers and less open shifts are available, the demand for chaser tickets goes up! You guys have been amazing at filling volunteer slots over the holiday season and looking at the available slots for next week, it makes us so appreciative of your desire to volunteer at Dulles Airport.

As you can see, shift availability next week is fairly low, awesome job volunteers! For Monday, we are expecting snow, so please be very careful when driving, or if you can't drive, and have to walk the 10 miles to complete your shift, at least wrap up warm! 😊

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 4th	4-8pm	8-noon 4-8pm	all day	12-4pm 4-8pm		4-8pm	12-4pm 4-8pm	4-8pm		4-8pm	all day
Sun Jan 5th	8-noon 4-8pm	12-4pm	all day	12-4pm 4-8pm	8-noon 12-4pm		8-noon 12-4pm 4-8pm	8-noon 4-8pm		all day	all day
Mon Jan 6th	7-10am 2-6pm 6-9pm	7-10am 2-6pm 6-9pm	7-10am	7-10am 2-6pm						7-10am	all day
Tue Jan 7th	7-10am 6-9pm	7-10am 6-9pm	7-10am 2-6pm 6-9pm	6-9pm			10-2pm 6-9pm	2-6pm		7-10am	all day
Wed Jan 8th	7-10am 6-9pm	7-10am	7-10am 6-9pm	7-10am 2-6pm 6-9pm	6-9pm		7-10am 6-9pm			7-10am 6-9pm	2-6pm 6-9pm
Thur Jan 9th		6-9pm	7-10am 6-9pm	7-10am 6-9pm			7-10am 6-9pm	7-10am 6-9pm		7-10am 10-2pm 6-9pm	10-2pm 2-6pm 6-9pm
Fri Jan 10th	6-9pm	7-10am 6-9pm	7-10am 10-2pm 6-9pm	all day			6-9pm	6-9pm		6-9pm	all day

Due to more people volunteering, we have to start requesting more chaser tickets and also process more Long-Term parking requests. With the increase in demand, there is more accountability for the requests, and we have to be responsible to our obligations to the airport, so I would like to take this opportunity to remind volunteers of some procedures.

- Chaser tickets are only available to volunteers who are volunteering that day
- If you are at the airport for personal reasons, that does not qualify you to receive a chaser ticket
- If you really need a chaser ticket, ask us! We're good people (we think) and we may be able to work something out 😊
- Do not take more than 1 ticket at a time. The rumor is that a few volunteers have actually got in the habit of taking multiple tickets at the start of the month, to cover the month. This is not something that is approved or endorsed
 - Always sign for each individual ticket you take
- For Long Term Parking requests, please try and have the requests emailed to us at least one week in advance. In a pinch, we can certainly help out (I told you, we're good people 😊) but having a week's notice is much more convenient for us and almost always guarantees that you will receive the parking pass in plenty of time.
 - This benefit is only accessible to current active volunteers
- To request a pass, please provide your license plate number, name, and start and end dates of travel to volunteer@mwaa.com

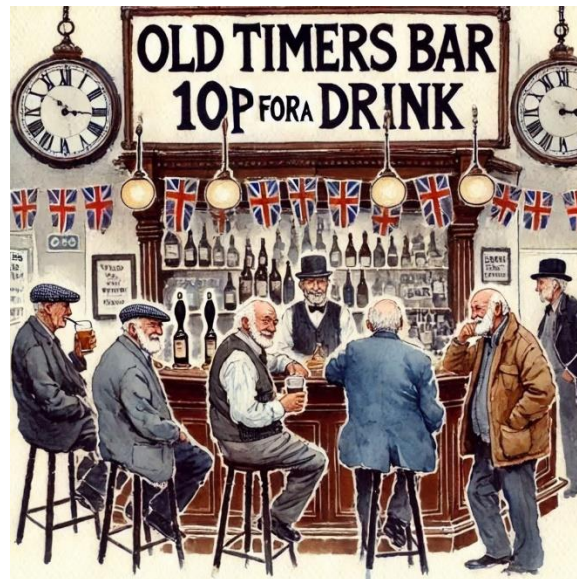
- Free volunteer parking should not be used for personal visits to the airport such as picking up or dropping off family members, or parking during other employment at the airport

Volunteer Bud C has another stellar day at Dulles!

Thursday at 1015, a man came to the Desk and asked if his wallet and passport had been turned in. He explained he had misplaced or left them yesterday near Baggage Claim 15. I said nothing had been turned in (I did also check with Graham to see if by chance the items had been given to him since he worked yesterday/they had not) and had he checked with MWAA Lost and Found (L&F) today. He said yes and nothing had been turned in. I said if the items had been found, and had not been handed in to a TA desk, they possibly may have been given to the IAD MWAA Police to hold since L&F was closed yesterday due to the federal holiday. I put him in contact with the non-emergency MWAA 911 Operator and asked them to check with the police. 911 then said to go back to the L&F and they would have the police respond to that location. The man went there at 1020. At 1045, he returned to the Desk to thank me. He said upon arrival at L&F, the police were waiting. They had just brought his items to L&F because they had been turned into them yesterday and held the items until today to turn in to L&F due that office closure yesterday.

The man was very appreciative of the assistance I provided.

Another great day to help someone.



Four old friends were walking down the street when they saw a sign that said:

****"Old Timers Bar - ALL drinks 10p."****

They looked at each other, surprised, and decided to go inside.

The bartender greeted them with a big smile. “Welcome, gentlemen! What can I get for you?”

The bar was fully stocked, so each man ordered a martini.

In no time, the bartender served them four perfectly chilled martinis and said, “That’ll be 10p each.” The friends couldn’t believe it. They quickly handed over 40p and started sipping their drinks, feeling like they’d just won a small jackpot.

Curious, they ordered another round. Again, the bartender served them four flawless martinis and said, “That’ll be 40p.”

By now, they had each enjoyed two martinis for less than a £1. Their curiosity got the better of them.

One of the friends finally asked, “How can you afford to sell drinks this good for just 10p?”

The bartender smiled and leaned on the counter. “I’m a retired tailor from Yorkshire. Last year, I won £125 million in the lottery. I always wanted to own a bar, so I opened this place where all drinks are 10p—beer, wine, cocktails, everything!”

“Wow, that’s amazing!” one of the men said, raising his glass.

While they enjoyed their drinks, the friends noticed a group of seven people sitting quietly at the other end of the bar. None of them had drinks and hadn’t ordered anything.

One of the friends pointed to them and asked, “What’s their story?”

The bartender laughed. “Oh, they’re retirees from Scotland. They’re waiting for Happy Hour, when drinks are half price.”

As always, have a great week everyone! Happy New Year!

Graham Maclean, Assistant Program Manager

