



TRAVELERS AID[®]

DULLES AIRPORT

The TeleGraham

February 28th, 2025



We had an awesome presentation by Destination DC this week. Over 40 volunteers packed into the Chantilly room, and we were treated to a very informative presentation by Georgia Lucas. The information covered included monuments, museums, restaurants, events and much more. There is a lot going on in DC and Travelers Aid is proud to be associated with Destination DC. We will share the slideshow as soon as we receive it, so if you missed the event, we will have details coming soon!



More Info on Washington DC can be found at: [Official Tourism Site of Washington DC | Washington DC](#)

At the end of the presentation, Georgia mentioned a great program that has additional information and recruits you as an official “special agent” or “spy”. We currently have 3 Travelers Aid volunteers with this prestigious honor: **Andy M, Shawn W** and yours truly! Who’s going to be the 4th, 5th and 6th member from Travelers Aid?

[Washington, DC Special Agent Academy | Washington DC](#)

St Patty's Day Bingo Bonanza!



Patrick will be hosting a Travelers Aid Bingo social under the guise of... St. Patrick's Day!

The event will take place on **March 13th**, from **1:30-3:30pm**, in **Conference Room A & B**, across from bag claim 1 & 2.

We will have Bingo, Prizes, St. Patty's Day apparel, Sweets, and Laughter!

Join us by signing up in Volgistics.

- Go to your 'Schedule'
 - Select 'March 13'
- Sign up for St. Patty's Day Bingo Bonanza!

See you there!

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 Mar 1st	4-8pm	8-noon 4-8pm	all day	all day	4-8pm		8-noon 12-4pm 4-8pm	8-noon 4-8pm	8-noon	8-noon	all day
Sun Mar 2nd	12-4pm 4-8pm	8-noon 4-8pm	all day	all day	8-noon 12-4pm	8-noon 4-8pm	4-8pm	8-noon 4-8pm	4-8pm	all day	all day
Mon Mar 3rd			all day	7-10am 2-6pm 6-9pm				10-2pm		7-10am 10-2pm	7-10am 10-2pm
Tue Mar 4th	7-10am 6-9pm	7-10am	7-10am 2-6pm 6-9pm	2-6pm 6-9pm		7-10am				7-10am 6-9pm	7-10am 6-9pm
Wed Mar 5th	7-10am 2-6pm 6-9pm	10-2pm	7-10am 10-2pm 6-9pm	all day			7-10am	10-2pm 6-9pm		7-10am 2-6pm	7-10am 2-6pm 6-9pm
Thur Mar 6th	10-2pm	6-9pm	all day	7-10am 6-9pm		6-9pm	7-10am	7-10am 2-6pm 6-9pm		7-10am 6-9pm	all day
Fri Mar 7th	2-6pm	7-10am 2-6pm 6-9pm	7-10am 10-2pm 6-9pm	7-10am 10-2pm 6-9pm			6-9pm	7-10am 6-9pm		10-2pm 6-9pm	all day

International Desk, West and East Ticketing are once again almost **“sold out”** this week. It would be great to put up the **“sold out”** signs for this Saturday and Sunday. 😊 And if you were looking at volunteering this Monday, but don't see an opening, why not give Concourse C or D a try?

As a reminder, if anyone is interested in picking up a regular shift, we'd love to hear from you. We can tailor the shifts and locations to suit you and the shifts can be a combination of a number of days, times and locations. Let us know if you want to explore any options.

Continuing Education

On the same day as the Destination DC event, we had our first small group training as part of the continuing education program. Around 15 volunteers were invited to listen to the **United Airlines** Senior Manager for Customer Service, Bryan Ray, who gave valuable information to volunteers who typically help out at the A, C and D concourses. The discussion was extremely positive and is a great step in maintaining and fostering positive relationships with airlines throughout Dulles, especially, in this instance, United!

Feedback from the event was very positive and Bryan made a point of coming to the Travelers Aid office after the meeting to express his admiration for the knowledge and passion of the volunteers in attendance.



Volunteer Recognition



A Message was passed on to me this week about volunteer **Glenn B...**

“Hi there, I recently left my phone on a plane and only noticed after I got to baggage reclaim. **Glenn** who works at the information desk kindly helped me to get my phone back. I tried to give him a tip but he said he could not accept it. I would appreciate it if you could recognize **Glenn** for his help in recovering my phone. Thank you.”



Great job **Glenn!**



After our two sharks last week, we are raising the stakes this week. Volunteer **Pamela K** spotted these four dangerous dinosaurs in the airport!

As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

