

RIC INSIDER



RICHMOND
INTERNATIONAL AIRPORT

January 30, 2025 ♦ The internal newsletter created by and intended for members of Team RIC. ♦ 37.507978, -77.331394

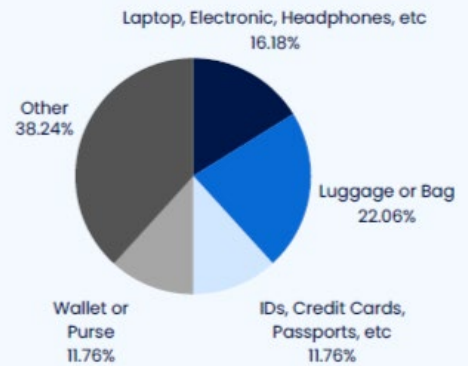
Aaron Keller, Director of Operations & Security – Capital Region Airport Commission

Lost an Item? Boomerang Is Here to Help!

RIC has begun employing artificial intelligence to help ensure our passengers and all their belongings make it to their final destinations. In the first two weeks of January 2025, RIC has seen 96 lost and found claims logged into our new Boomerang lost and found portal. 62% of the items found on airport property were returned to their owner.

Boasting one of the top lost item return rates of all airport partners in the Boomerang system, the communications center at RIC is proud to be caught in the spotlight leading this program. Competing facilities across world are now seeing the success of RIC’s effort and are striving to keep up! If a customer approaches you about their lost item, be sure to refer them to [Boomerang](#).

Top 4 Categories of Items Returned



Going Above & Beyond: Team RIC Takes Care of Business

Team RIC’s resiliency was tested with the recent back-to-back snow events and the Richmond area’s 6 day water outage. It was all hands on deck for every tenant, each contributing to weathering these issues in hugely impactful ways.

During the snow storms, RIC’s response was quickly activated to mitigate impacts. Teams worked 12-hour shifts until weather and surfaces improved. The water outage followed right on the heels of the first storm, and our employees were up to the task. An Emergency Operations Center (EOC) was established, temporary toilets were acquired, bottled water was provided to customers in Concourses A & B, water was secured to sustain aircraft de-icing, and much more! A special shoutout to the Commission’s Environmental Services and Maintenance departments; as restrooms were about to re-open, making the facilities suitable for public use was an arduous, “nasty” job.

All tenants put forth tremendous efforts to provide excellent customer service during these crises. Thank you for your passion and commitment to making our Airport a great place to work and travel!

Record Passenger Traffic and Cargo

RIC soared high in 2024! 4,884,093 passengers flew through our airport in calendar year 2024, setting a new annual record for the airport and an increase of 2.7% over 2023. We also set an all-time cargo record at 222,775,013 pounds, an increase of 7.8% over the previous year.

Congrats and thanks to Team RIC for accomodating this increase in customer and cargo volume. The future is bright!

Calendar Year '24	4.9 million	222.8 million lbs.	101,783
	+2.7%	+7.8%	-3.0%

ARRIVALS

Martin Rubinstein
Chief Growth Officer
Capital Region Airport Commission



December 2024



421,064



21.4 million lbs.



8,293

+6.0%

+19.6%

+1.3%



Calling All Dog Lovers!

by Cindy Scott, RIC Customer Service Manager, Transportation Security Administration

Who's ready for a dog-gone good time? TSA K9 is looking for volunteers to joining their Decoy Program. Here's what you get by volunteering:

- Volunteer hours
- Valuable experience with K9s
- Letter of Appreciation
- Time with the pups!

If interested, contact Kris Fry at (443) 642-0048 or Kyle Smith at (615) 906-1284.

Blood Drive Results

by Susan Linn, Executive Assistant, Capital Region Airport Commission

The RIC Airport collected 27 units of blood during our quarterly blood drive with the American Red Cross and Delta Air Lines on January 20. That many units equates to 81 saved lives! Thanks for your generous contributions and giving the gift of life.

Our next blood drive is slated for Monday, March 24th. [Sign up here!](#)



Itinerary: Important Dates

- January 31** Panel on Human Trafficking:
11:30 a.m., Beverly W. "Booty" Armstrong Conference Room
[RSVP preferred](#)
- February 1** Black History Month Begins
- February 7** [Wear Red Day](#)
- February 14** Valentine's Day



If you have ideas for future editions of *RIC Insider*, please email Aaron Haynes at ahaynes@flyrichmond.com.

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Stay tuned for more information about the Capital Region Airport Commission Charitable Foundation.

Stay Connected!

