

RIC INSIDER



January 8, 2025

The internal newsletter created by and intended for members of Team RIC.

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Anthony Tangorra, Director, Customer Experience – Capital Region Airport Commission

Happy New Year!

Thank you all for a record-setting 2024! We served more customers last year than in any year in our history. As we begin 2025 and begin to build a new vision for the customer experience at RIC, we will continue to count on everyone in the RIC community to provide great service to the millions of customers that we all serve year after year.

Congrats, Officer Davis!

by Tanika Brown, Airport Police Chief, Capital Region Airport Commission

Officer Skyshai Davis graduated from the Crater Criminal Justice Training Academy 103rd Basic Law Enforcement Academy (BLE) on Thursday December 19th, 2024. The BLE academy is a 6-month commitment that combines academic, fitness, and skills assessments with a culminating state certification examination, which must all be passed in order to successfully complete the academy.

Officer Davis will now be starting her field training here at RIC. Congratulations on this incredible achievement!



National Human Trafficking Prevention Month

by Dereck Tingfah, Operations Manager, Capital Region Airport Commission

On December 30, 2024, President Biden declared January 2025 as **Human Trafficking Prevention Month**. Around the globe, an estimated 27 million people are exploited for labor, services, and commercial sex. Virginia ranks 15th in the United States for reported human trafficking cases. The most common types of trafficking in Virginia are sex trafficking, domestic work, and traveling sales crews.

RIC partners with the Department of Homeland Security (DHS) and the Department of Transportation (DOT) in combatting human trafficking through the **Blue Lightning Initiative (BLI)**. BLI is an element of the DHS Blue Campaign, led by the DOT and DHS Component Agency, U.S. Customs and Border Protection (CBP). BLI trains aviation personnel to identify potential traffickers and human trafficking victims, and to report their suspicions to federal law enforcement. To date, more than 350,000 personnel in the aviation industry have been trained through the BLI, and actionable tips continue to be reported to law enforcement.

Our Airport has plans to further raise awareness of human trafficking in 2025, including expanding BLI training to current and new RIC employees (with a goal of reaching 500 persons trained), expanding awareness and training outreach to local car rentals and hotels, and more.

Help raise awareness of human trafficking on January 11, **#WearBlueDay!**

November 2024



403,026



16.7 million lbs.



8,339

-3.9%

+3.9%

-6.5%



Follow Us on Social Media!

Stay in the loop on all things RIC by following us on social media! The Airport has a presence on 5 platforms: Facebook, Instagram, LinkedIn, Threads, and X (formerly Twitter).

Follow and engage with us!

YEARS OF SERVICE

David Dodson
Customer Service Agent
American Airlines

**Congrats to David
for 43.5 years at RIC!**



Living the Values Employee of the Quarter

by Russ Peaden, Director, Properties and Concessions, Capital Region Airport Commission

Whit Baldwin with Helo Air has been selected as the Richmond International Airport Employee of the Quarter (Q4, October-December 2024). Baldwin has been a long-time member of Team RIC and has contributed much to foster and build a thriving general aviation business. He was nominated by our Operations Manager for his tremendous support in reacting to a humanitarian crisis. During the Hurricane Helene, Whit's company flew missions to rescue and evacuate residents, deliver critical supplies, medicine and food items.

Helo Air has set up a GoFundMe account for donations to further assist those who need help. According to the *Richmond Times-Dispatch*, Baldwin sent aid unprompted without asking for anything in return. These selfless actions truly reflect RIC's values in a way that extends beyond the borders of our own community. This was a significant team accomplishment for Helo Air, and we realize it takes inspiration and leadership to make that happen.

Whit and Helo Air, thank you for showing our true customer service spirit by representing our core values of integrity, service, courtesy, and passion in everything you do.



Itinerary: Important Dates

January 10 & 11

Human Trafficking Q&A:

1/10: 10:30 a.m., 12:30 p.m., 3:00 p.m.

1/11: 9:00 a.m.

North Conference Room, **RSVP preferred**

January 11

#WearBlueDay

January 20

Martin Luther King Jr. Day

January 22

RIC Joint Safety Meeting: 11 a.m., North Conference Room

January 31

Panel on Human Trafficking:

11:30 a.m., South Conference Room

RSVP preferred

#WearBlueDay

Today, we wear blue to raise awareness of human trafficking.

Join the fight to end this heinous crime. Follow @DHSBlueCampaign to learn more.



USO Updates

by Tricia Riggs, Senior Center Operations Specialist, United Service Organizations

The departure and return of troops for Holiday Block Leave was a huge success! Green Day/s took place when the troops departed Richmond on December 17-18 and returned on January 4-5. Thanks to everyone who was involved with helping these service members get home for the holidays.

In other news, a long-tenured volunteer was recently recognized for her faithful service! Emmi Wells started her volunteer journey by donating candy nine years ago and will be graduating from high school this year. Emmi began supporting the military as a thank you to

one of her family members who served. 6 years ago, she started training her replacement, Kennedy Sheehan, to continue with this amazing yearly donation. Both girls work within their respective schools and community to collect each year with delivery set for the holidays.



Left to right: Kennedy Sheehan and Emmi Wells



Left to right: Jacob Hiller, Andrew Wilhelm, Scott Walker, and Nagesh Tummala

Certified Member Recognition

Jacob Hiller, Andrew Wilhelm, Scott Walker, and Nagesh Tummala all recently completed the American Association of Airport Executives (AAAE) Certified Member (C.M.) Program! The C.M. designation proves an individual's commitment to the aviation industry, conveys a diverse knowledge of airport operations, and provides the opportunity for upward progression in one's career.



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!

