

# RIC INSIDER



RICHMOND  
INTERNATIONAL AIRPORT

October 8, 2024

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

37.507978, -77.331394

Aaron Haynes, Marketing Specialist – Capital Region Airport Commission

## They're Collecting Surveys, Not Trick or Treating!

I hope everyone has been enjoying spooky season so far! Here's a quick reminder at the top of this hauntingly good edition of *RIC Insider*: be on the lookout for employees with tablets at concourse gates! Q4 of Airports Council International's Airport Service Quality (ACI ASQ) began October 1. The interns (and occasionally myself and Troy Bell) will be collecting surveys from passengers from October-December 2024. The collection of this data is a vital step in the process of achieving our Mission Statement: "RIC seeks to provide all our customers with an exceptional experience through convenience, innovation, and excellence."

Don't be afraid to say hello to team members collecting Q4 surveys. I hope everyone has a great week!



## Who Let the Dogs Out? The USO!

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

Traveling alone for the first time can be daunting, but imagine traveling to a foreign country alone for your new duty station. For our service members, this is a scenario that plays out in airports every day, including RIC.

Insert the USO Canine Comfort Crew! Certified Therapy Dogs are known to lower stress levels to provide that home away from home experience for our traveling military. The Richmond USO has recently added 3 new volunteers to greet our military men and women and provide free cuddles and belly rubs: Sarah (Bernadoodle), Mako (European Great Dane), and Willow (pictured left; Australian Sheppard) will be making regular visits to the airport center and in the community at USO events.

[Learn more about the USO at RIC here.](#)

## We're Hiring!

Know anyone looking for a job? Make sure they update their resume, then point them in the direction of our upcoming Job Fair tomorrow, October 9, from 10 a.m.- 2 p.m. at the [Sheraton Richmond Airport Hotel!](#)

A wide range of RIC businesses will be actively seeking new team members. Benefits may include medical insurance, employee discounts, 401(k) retirement plan, flight privileges, and much more!

Get the full details in our [official flyer](#).

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# JOB FAIR

October 9th | 10am - 2pm

August 2024



426,278



20 million lbs.



9,268

+1.2%

+4.68%

-0.18%

## Congratulations to the Commission’s Finance Department!

The Capital Region Airport Commission recently received the Certificate of Achievement (COA) for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) of the US & Canada for Fiscal Year 2024. The Airport has earned this certificate 34 consecutive times, recognizing our high standards in government accounting and financial reporting!



For more information on this prestigious recognition and the GFOA, [visit this site](#).

## Itinerary: Important Dates

- October 9** [RIC Snow & Ice Control Plan](#): 9 a.m., South Conference Room
- [RIC Job Fair 2024](#): 10 a.m.- 2 p.m., Sheraton Richmond Airport Hotel
- October 14** [Indigenous People’s Day](#)
- October 16** [RIC Joint Safety Meeting](#): 11 a.m., North Conference Room
- October 23** [Blood Drive – Delta & the American Red Cross](#): 10 a.m.- 2:45 p.m., South Conference Room; schedule your appointment using sponsor code **DeltaRIC**
- October 31** [Halloween](#)
- November 3** [Fall Back to Eastern Standard Time \(EST\)](#)
- November 5** [Election Day](#)
- November 7** [DMV Connect](#): 10 a.m.- 3 p.m., Business Center; appointment only

## RIC Happenings



Left to right: Folger Tuck, Sergeant Thomas, Kevin McDaniel, and COO John Rutledge

### Ice Cream Social

The End of Summer Ice Cream Social was held in the manager’s lot on 9/17 (left). Tasty treats and great conversation were enjoyed by all who attended!

### RIC Police Ceremony

On 9/19, RIC’s Police Department recognized the dedication and achievements of their officers and dispatchers (right). There was ceremonial recognition of Office and Dispatcher of the Year, promotions of sergeants and corporals, and other recognitions.



Chief Brown presenting the *Life Saving Award* to Officer Cofield



## Who Ya Gonna Call?

Well... no one. If you have a maintenance issue, submit a work order through Aerosimple! This user-friendly platform makes it easy to submit requests on a wide range of problems ranging from airfield signage to HVAC.

[Submit a work order here.](#)



If you have ideas for future editions of *RIC Insider*, please email Aaron Haynes at [ahaynes@flyrichmond.com](mailto:ahaynes@flyrichmond.com).

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

Stay Connected!

