

RIC INSIDER



March 4, 2024 ♦ The internal newsletter created by and intended for members of Team RIC. ♦ 37.507978, -77.331394

A Message from Yvette Alexander, Delta Air Lines Station Manager – RIC

As we welcome 2024, we step into a new chapter with exciting opportunities. We embark on a journey which promises growth, accomplishment, and a renewed commitment to our team, our customers, and our communities.

We look forward to the new year. Together we can make 2024 extraordinary.

People: *Living the Values* Employee of the Year

Our 2023 *Living the Values* Employee of the Year is Andrew Wilhelm, a supervisor with Airport Operations who joined the Commission in 2012. His nomination noted two separate occasions when he went above and beyond when flights without local representation were diverted to RIC due to weather.

In the first instance, with the crew nearly timing out, Andrew was able to coordinate service for the aircraft so the flight could resume its journey. Less than 30 days later, he volunteered to come in on a day off to assist an Avianca flight from South America with international passengers and a crew that had timed out, arranging for aircraft parking to quarantine the flight, and disembarking crew and passengers at a secure location until a new crew could resume the flight. This immense customer service effort to support over 150 uncleared, international passengers reflected superbly on Andrew and Team RIC.

For being named Employee of the Year, Andrew received a cash award of \$1,500, a dedicated parking space in the valet lot for the year, recognition on our terminal LTV display, nomination for the Richmond Region Tourism Frontline Customer Service Award, and a framed certificate.



Do you have a co-worker who deserves to be recognized for embodying our core values? [Fill out this form](#) to nominate them for their workplace success and outstanding customer service.

Itinerary: Important Dates

- March 4-10** Women of Aviation Week
- March 27** Blood Drive with Delta – 10:00 a.m.-3:00 p.m., South Ticketing Conference Room
Schedule your appointment today at www.redcrossblood.org and enter the sponsor code **DeltaRIC**.



January 2024



323,188



16.2 million lbs.



7,557

+ 5.9%

+ 18.4%

-9.3%

Women of Aviation Week

Women of Aviation Week (WOAW) begins today and concludes this Sunday, March 10. WOAW is a global aviation awareness week observed to mark the anniversary of the world's first issuance of a pilot license to a female (March 8, 1910; image to the right).

To learn more and get involved, [visit the WOAW website](#).



Credit: [iWOAW](#)

RIC Attending Airport Minority Advisory Council (AMAC) Policy Forum

by Rochell Akins, DBE Compliance Coordinator



The Capital Region Airport Commission's commitment to supplier diversity programs is pivotal in fostering economic growth and inclusivity within the aviation and aerospace industries. Stakeholders from the region prioritize the advancement of Small, Women-owned, and Minority-owned (SWAM) businesses, as well as Disadvantaged Business Enterprises (DBE).

By attending events like the AMAC Policy Forum in Washington, DC, on March 13-15, leaders from the Commission engage in crucial discussions, exchange ideas, and share best practices to bolster entrepreneurial opportunities for marginalized groups. This forum serves as a platform for networking, learning about airport economic prospects, and advocating for policies that promote diversity and inclusion.

Capitol Hill Day (March 13), exclusive to AMAC members, underscores the Commission's dedication to SWAM and DBE programs. Through active participation in panel discussions and engagement with key governmental figures, Commission representatives support AMAC's policies that advance supplier diversity and empower minority businesses.

[Visit our website to learn more about supplier diversity.](#)

Public Safety Note: Look Both Ways!

by Kevin McDaniel, A.A.E., Manager – Airport Safety

If it seems like you are hearing more and more about pedestrians being injured or killed, you're right. In fact, pedestrian fatalities in the United States are at their highest level in more than 40 years! In Virginia alone, roadside fatalities have increased 35% since 2021.

It is important that we practice good safety habits when walking near roadways (or on the ramp!). Whenever possible, walk on the sidewalk and stay behind guardrails if they are present. Even though you're on foot, follow the rules of the road: obey signals and signs, use designated crosswalks, and put down those phones! Visibility is also paramount so break out that hi-vis gear for your morning jog or afternoon dog walking. It is important to remember that pedestrian safety is a shared responsibility. As drivers, we need to anticipate always sharing the roadways with pedestrians. Use extra caution at crosswalks, on blind corners, and when backing up from a parking space or driveway. Follow these safety tips and we can all arrive safely, no matter how we get there.

If you have content for future editions of *RIC Insider*, please email ahaynes@flyrichmond.com

Public Website: FlyRichmond.com

Operations Website: RIC Airportal

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