

RIC INSIDER



April 15, 2024

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

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A Message from Perry Miller, Ph.D., A.A.E., I.A.P., President & CEO

Delta Air Lines landed at Richmond International Airport 40 years ago, bringing with it world-class service and easy connectivity to many new destinations. As a remarkable contributor to RIC's growth, Delta – the oldest airline in the United States and one of the largest carriers in the world – clearly knows how to do business. Offering professionalism and expertise in Richmond since 1984 (when the Airport reported 1.3 million total passengers; in 2023, RIC welcomed 4.8 million pax), DL supports our vision of moving people, business, and commerce to advance the Richmond region. We are pleased to celebrate this partnership milestone and look forward to the next 40 years together!

Delta's 40th Anniversary at RIC

Since May 1, 1984, we have been honored to call our partners at Delta members of Team RIC. Delta's service has supported RIC's rise to new heights. Join us in congratulating them for their immense success in Richmond!



Busy Bees at Delaware North

by Johanna Wheeler, General Manager, Travel Hospitality Services – Delaware North



The Delaware North Crew in Richmond will BEE busy again this April selling drinks for a great cause. Delaware North is partnering with [The Bee Cause Project](#) to raise awareness of our planet's pollinators. For the month of April (Earth Month), more than 100 locations of Delaware North across the U.S will offer guests two fantastically refreshing beverages featuring Patron Silver Tequila and Angle's Envy Kentucky Bourbon. Given the importance of bees in Weber Blue Agave, a key ingredient in tequila, the parent company of both Patron and Angle's Envy is dedicated to limiting the environmental impact on tequila production and protecting the bees. Bacardi USA became the first tequila distiller to be Global G.A.P (Global Good Agricultural Practice) certified.

Last year Team RIC placed #1 in sales of Bee's Harvest Margarita and Bourbon Bee's Knees for the travel subsidiary; we plan to be #1 again! Please scan the QR code above to learn more about bees, entertain your brain with some bee trivia, and explore some fun bee filters to post on social media.

February 2024



327,906



15.0 million lbs.



7,973

+ 8.2%

0.0%

-4.6%



RIC Airportal

Foreign Object Debris Prevention and Awareness Day (FOD Day) is coming up, and all the details can be found in the [RIC Airportal](https://ricairportal.com/). Stay in the know on all things Airport Operations by visiting this site, including more upcoming events, news and announcements, and information regarding our Operations Team:

<https://ricairportal.com/>

Itinerary: Important Dates

- April 22** Earth Day
- April 25** FOD Awareness and Prevention Day
- May 4** ¿Qué Pasa? Festival
- May 4-5** Arts in the Park



People

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.



Congratulations to **William Lane**, Southwest Airlines Customer Service Supervisor, for his retirement after 19 years at RIC! We sat down with William to discuss his career and experiences at RIC:

What are the biggest changes you've seen here at the Airport over the last 19 years?

"When I first started, RIC was going through the big renovation of the terminal, so I remember what it looked like prior to its transformation."

How was the transition from AirTran to Southwest?

"It was almost like working two different jobs! We had to remember the AirTran systems while learning the new Southwest systems."

What has been the most rewarding part of your job?

"Just making the passengers smile."



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

Public Website: [FlyRichmond.com](https://flyrichmond.com)

Operations Website: [RIC Airportal](https://ricairportal.com/)

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