

RIC INSIDER



 RICHMOND
INTERNATIONAL AIRPORT

May 13, 2024

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

37.507978, -77.331394

A Message from Ashalee Berlin, General Manager – RIC, Spirit Airlines

This past week at RIC has been filled with goodbyes. As we wished a happy retirement to Adrian Young who has been an integral part of the RIC airport community for over 40 years, we also waved goodbye to our spring schedules as we prep for a busy summer here at RIC. Spirit Airlines is proud to be a part of RIC's growth over the years. Starting with just two flights per day, we now offer the most daily nonstop routes to Florida and weekend rides to the west coast at affordable prices. We hope to see you onboard soon!

Learn More about the Hidden Disabilities Sunflower Program



Richmond International Airport is proud to be among the growing list of airports who have joined the Hidden Disabilities Sunflower Program! Launched in 2016, the program offers lanyards to travelers who have hidden disabilities, such as dementia or autism, which serve as discreet, visible symbols to alert airport staff that they may require assistance or additional time.

Airport employees are encouraged to view [this short training video](#) on program etiquette. Please email Kevin Mallory at kmallory@flyrichmond.com with the subject "Sunflower Training Password" to access the video. For more information on the program, [please visit their website.](#)

Pedestrian Safety Note

by Kevin McDaniel, A.A.E., ACE, Manager, Airport Safety, Capital Region Airport Commission

Please stay on approved sidewalks/crosswalks when walking to and from the airport terminal. There are no designated walking areas between the employee parking lot and the South Garage or the upper-level Terminal Drive. Employees are only permitted to use the sidewalk on the lower-level Terminal Drive to reach the terminal. Thank you for being a safe pedestrian!



Itinerary: Important Dates

May 17-19

[Dominion Energy Riverrock](#)

May 29

[Airport Emergency Plan & Airport Security Plan Review](#)

June 3

Civilian Response to Active Shooter Training – 3:00 p.m.-4:00 p.m., North Ticketing Conference Room
Register: policeoutreach@flyrichmond.com

March 2024



413,316

+ 7.3%



18.9 million lbs.

+ 4.3%



8,260

-12.6%

People



Our *Living the Values* Employee of the Quarter is Jacob Hiller from the Airport's Operations Department. Since joining Team RIC in January 2021, Jacob has established trust and built relationships within the RIC community. In addition to his responsibilities on the AOA, he maintains a regular presence in the terminal assisting customers and guests.

Jacob's nomination noted a specific instance of exceptional service. While he was on duty this past February, he encountered a customer who was frantic in making his mortuary service delivery to the air cargo section of the airport. Jacob took it upon himself to calm down the distraught traveler; he personally escorted the customer to his destination to ensure his experience at our Airport was the best it could possibly be.

Jacob's friendliness and work ethic embody all that we strive for in our *Living the Values* program. Do you have a co-worker who deserves to be nominated? [Fill out this form](#) to nominate them for their workplace success and outstanding customer service.



CONGRATULATIONS!

Carol-Ann Gaddis, the Commission's director of information technology and innovation, will serve a one-year term as the president of the Southeast Chapter of the American Association of Airport Executives (SEC-AAAE) starting July 1, 2024.

She previously served on various committees, as a board member, secretary/treasurer, and president-elect for the chapter, AAAE's largest. Congratulations, Carol!



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

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

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

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