

RIC INSIDER



June 25, 2024

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

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A Message from Uday Nethula, SHRM-CP, CEC, CDE®, Chief Human Resources Officer – Capital Region Airport Commission

As we approach the end of another successful fiscal year, I want to express my gratitude for your tireless efforts and dedication. Thank you for your hard work and commitment to excellence. I appreciate all that Team RIC has accomplished this year, including receiving the “Change Management Program Award” from Airports Council International-North America in their 2024 Excellence in Human Resources Recognition Program. This award was achieved due to our emphasis on building future leaders in the airport industry, an honor that would have not been possible without our dedicated team. You should all be proud of your efforts; keep up the great work!

RIC Receives “Change Management Program Award”



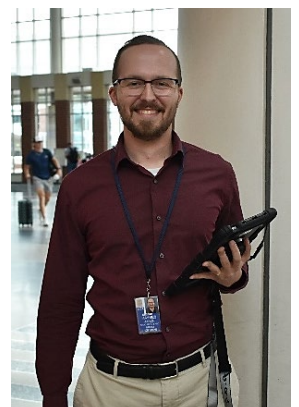
[Airports Council International-North America \(ACI-NA\)](#), a trade association that represents commercial service airports in the United States and Canada, announced RIC as a winner of the [2024 Human Resources Excellence Recognition Program Awards](#). Our airport was the “Change Management Program Award” winner.

“Receiving this award from ACI-NA is a testament to Richmond International Airport’s unwavering commitment to innovation and excellence in human resources change management,” said Capital Region Airport Commission CEO and president Perry J. Miller, Ph.D., A.A.E., I.A.P. “Together, we are building a legacy of leadership, growth, and sustained success.”

Survey Fieldwork Returns for Q3

Starting July 1, be on the lookout for individuals with tablets at our concourse gates! The interns (and occasionally Aaron Haynes and Troy Bell) will be collecting Airports Council International’s Airport Service Quality (ACI ASQ) surveys from passengers. Quarter 3 of the ACI ASQ program runs from July-September 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.”

This will be the fourth quarter that RIC has been involved with ACI ASQ. The goal of the program is to collect survey responses from customers and evaluate areas of the RIC experience. 350 surveys are collected each quarter covering each day of the week, morning and evening, from every airline and destination to meet ACI’s compliance metrics.



Expect to see team members collecting Q3 surveys in the concourses very soon and don’t be afraid to say hello!

May 2024



455,114



20.3 million lbs.



9,148

+ 5.5%

+ 10%

-0.7%

People



ARRIVALS

Rex Harrison, Area Manager – Breeze Airways

Rex comes to us from Baltimore, where he has served the past 5 years. Rex started his aviation career with Southwest Airlines at IAD as a ramp agent. Over the course of his career, he has also worked in various roles in Norfolk, Washington D.C., and Boston.

Welcome to RIC, Rex!

RIC Insider Now Flying in the RIC Airportal!

Want to get up to speed on everything that's happened at our Airport in 2024? Look no further than the RIC Airportal! All issues of *RIC Insider* are now available on the site's "RIC Insider Archive". Reflect on RIC's past events, accomplishments, and teamwork that's helped build a better airport.

[Click here to view the archive.](#)

CRAC INTERNS*



MarQKieta Augustine
Summer Intern



Chloe Martin
Human Capital Intern

*More interns will be joining our team soon!

Itinerary: Important Dates

- June 26** RIC Irregular Operations (IROPS) Plan Review – 10 a.m. & 2:30 p.m., South Ticketing Conference Room
- July 1** Fiscal Year 2025 Begins
- July 4** Independence Day
- July 23** Blood Drive - Delta & the American Red Cross – 10 a.m.-2:45 p.m., South Ticketing Conference Room
Schedule your appointment at www.redcrossblood.org using sponsor code **DeltaRIC**.



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