

RIC INSIDER



July 15, 2024

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

37.507978, -77.331394

A Message from Robin C. “Chuck” Burke, Federal Security Director – Transportation Security Administration

WOW! Summer is here and we are already setting records not only in passenger numbers, but in the reception of compliments on our safety, customer service, and the effective level of security being provided by all members of Team RIC. We are not done! We’re well prepared for the busy summer travel season and upcoming holiday seasons. I’m incredibly grateful for the opportunity to serve the travelling public alongside Team RIC. Be safe, be secure, and thank you for your partnership.

Police Cyclist Course

Tanika Brown, Chief of Police – Capital Region Airport Commission

Members of the RIC Police Department recently participated in the International Police Mountain Bike Association’s (IPMBA) Police Cyclist Course! IPMBA and their courses are internationally recognized and developed by experts in the fields of police, EMS, and security cycling.

The Police Cyclist Course is a week-long class that gets officers prepared for the street. The course combines emergency vehicle operations for bike officers with patrol procedures, tactics, live-fire exercises, basic bicycle maintenance, and on-the-go repairs. Congratulations to all personnel that graduated from the class!



Family Restrooms Special Reminder

Paul Barksdale, Environmental Services Manager – Capital Region Airport Commission

One of Team RIC’s top goals is to operate efficiently. We should always keep our traveling public in mind and ensure that we provide the very best passenger experience possible. Our family restrooms are an important amenity that help us achieve this goal. These restrooms are intended for parents with children, those who are disabled, and elderly passengers. On many occasions, family restrooms are occupied by airport staff, which are not the restrooms members of Team RIC should be using.

We are once again asking all employees to please refrain from using the family restrooms so that they are available to those who truly need them. Our focus at RIC is to provide the very best passenger experience, and this is an easy, effective way we can accomplish that. Thank you!

Itinerary: Important Dates

- 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**.
- August 9-11** [Richmond Jazz and Music Festival](#)
- August 10-11** [NASCAR Race Weekend](#)
- August 11** [42nd Annual Carytown Watermelon Festival](#)



Jet Bridge Replacement

Brad Christopher, Director of Maintenance – Capital Region Airport Commission

RIC will be replacing 12 jet bridges, some of which are over 35 years old. The replacement will start in mid-July with B-7 and then continue with all the older bridges, completing the replacement of several bridges on Concourse B and all bridges on Concourse A. The remaining bridges on Concourse B will be replaced in the future.

It will take an estimated 30 days to complete each bridge change out. Several of the bridges will require foundation work which will require additional time to complete. During this time, we will be temporarily relocating airlines to nearby or adjacent gates to help facilitate the construction schedule.

The new bridges will have additional security cameras for the safety of our tenants and customers. They will also include additional safety features for employees using the bridges and performing maintenance.

We are looking forward to completing this work to provide a better environment and reliability for our tenants, customers, and employees.

Title II Guidance

Rochell Akins, DBE Compliance Coordinator – Capital Region Airport Commission

Title II of the ADA prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. If you receive a complaint, do not hesitate to reach out to Russ L. Peaden, C.M., the Capital Region Airport Commission’s ADA Coordinator, at (804) 226-8520 and rpeaden@flyrichmond.com.

All Title II complaints must be promptly forwarded to the coordinator within 1-3 days. Please provide the following information to report an internal complaint:

- Name and contact information of complainants
- Date, time, and location
- Clear description of the complaint
- Remedy requested



[Visit this link for more information on Title II.](#)



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

FlyRichmond.com

[RIC Airportal](#)

[RIC Insider Archive](#)

Stay Connected!

