

# RIC INSIDER



 RICHMOND  
INTERNATIONAL AIRPORT

August 12, 2024 ♦ The internal newsletter created by and intended for members of Team RIC. ♦ 37.507978, -77.331394



## A Message from Perry Miller, Ph.D., AAE, IAP, President & CEO – Capital Region Airport Commission

You might have heard that I received my doctorate from Walden University this spring, fulfilling all requirements for the Doctor of Philosophy in Management Degree. I can now officially be referred to as Dr. Perry J. Miller, but *please* call me Perry. This was an enormous task, and if you have interest in gaining an education/degree to improve yourself and the organization, I encourage you to pursue the offered educational benefits of the Capital Region Airport Commission (Commission employees) or educational benefits available through your employer.

## A Special Visitor Comes to RIC... Blue Betty!

JetBlue's customized Airstream RV, Blue Betty, is making a special stop at RIC! This touring vehicle offers a mobile experience for the airline, providing a sample of what it's like being a passenger on a JetBlue flight. Enjoy comfortable seating, snacks, and selfie opportunities.

Stop by the north end of the Departures level on August 20 and welcome Blue Betty to Richmond!



## New Recharge Stations in Baggage Claim

Ever walked around our terminal in search of a recharge? Search no more! Two Recharge Stations have been installed on our first level near the Richmond Region Tourism Visitor Center. These stations will be a valuable commodity for customers who are utilizing baggage claim or the visitor's center. Each station includes 12 basic outlets, 12 USB ports, and 6 USB-C ports, so they'll never be in short supply when phones are running low on juice.

The next time a customer asks where they should charge their phone, you know how to point them in the right direction!

## Itinerary: Important Dates

- August 12-18 [Occupational Safety and Health Administration \(OSHA\) Safe + Sound Week](#)
- August 19 [National Aviation Day](#)
- August 20 [Blue Betty Visit – Departures Ramp](#)
- August 21 [Monthly Safety Meeting – 11:00 a.m., North Ticketing Conference Room](#)
- September 2 [Labor Day](#)

Fiscal Year 2024

 4.88 million

 212 million lbs.

 103,253

+10.1%

+11.6%

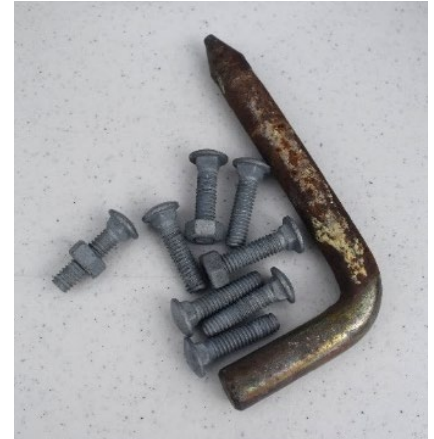
-1.1%

## Get the F.O.D. Out of Here!

by Dereck Tingfah, Airport Operations Manager, Capital Region Airport Commission

Trash accumulating around the gate areas continues to be an issue at RIC. Refuse collected from aircraft, spent supplies, nitrile gloves, empty ice bags, pallets and other items are a potential source of Foreign Object Debris (F.O.D.). F.O.D. costs airlines millions of dollars each year in direct and indirect costs. Furthermore, trash and debris left on ramps is unhealthy for employees, attracts wildlife and insects, is unsightly, and paints RIC in a negative light when seen by our customers.

RIC's rules and regulations require tenants to maintain good housekeeping practices. Trash must be stored in appropriate locations, including covered containers or carts, with a regular schedule for disposal. Promoting a clean work culture on the ramp fosters a safer and healthier environment for all employees working in these areas. The hazard posed by F.O.D. is lessened through these efforts. Regular inspections and F.O.D. walks by personnel help identify these issues and are a highly recommended "best practice".



RIC Airport Operation's F.O.D. Management Program addresses the importance of a clean, clutter-free work environment. [The F.O.D. Management Program Guide may be downloaded here.](#)



## Employee of the Quarter

For the second quarter of 2024, Team RIC's Employee of the Quarter is NaQuann Stevens with Prime Flight Services! NaQuann joined Prime Flight this year and has been nominated for Living the Values three times this past quarter. The nominations were true examples of selfless spirit and compassion for people. On one occasion, he assisted an elderly couple who were struggling to walk. He asked them to sit and wait while he retrieved two wheelchairs and pushed them both to their destination.

NaQuann, thank you for showing our true customer service spirit and representing our core values of Integrity, Service, Courtesy, and Passion.

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.



If you have ideas for future editions of *RIC Insider*, please email [ahaynes@flyrichmond.com](mailto:ahaynes@flyrichmond.com)

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