

RIC INSIDER



RICHMOND
INTERNATIONAL AIRPORT



October 20, 2025

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

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Blue Lightning Initiative

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

Team RIC is doing their part to end human trafficking! As detailed in RIC's Memorandum of Understanding with the Department of Homeland Security, the airport must report to the government the total number of employees trained under the **Blue Lightning Initiative (BLI)** program (fiscal year 10/1/24 to 9/30/25). **622 individuals received either the BLI Interactive Employee Training or facilitator-led training!** This is a 600% increase from the 81 trainings reported for FY 2024.

Thank you to the Commission's Badging Team for promoting this important training, with a special thanks to Pamela Quarles, Sunnie Fisher, Stephanie McVey, and Jessy Torres, who facilitated a number of classes in person.

Additionally, the human trafficking hotline number has been posted in all terminal restrooms. Please report suspected human trafficking if you observe any of the indicators below.

REPORT HUMAN TRAFFICKING

If you observe the following indicators of suspected human trafficking activity, you should report them right away.



No control of travel
identification/documents



No freedom of movement/
social interaction



Difficulty articulating
reasonable/logical
travel plans



A non-genuine
relationship; particularly
parent/guardian-child

Report Suspected Human Trafficking to the Homeland Security Investigations Tip Line:

1-866-347-2423



LIVING THE VALUES

Employee Recognition Program

Living the Values Employee of the Quarter



Erica Conley with the Capital Region Airport Commission has been selected as the RIC Employee of the Quarter (Q3, July-September 2025). Erica exemplifies the *Living the Values* principles of Integrity, Commitment, Service, Safety, Courtesy, and Passion by going above and beyond in aiding a stranded elderly passenger.

On Wednesday, August 27, an elderly stranded passenger sought assistance at the executive administration office and was greeted by Erica Conley. The gentleman had been lured to Richmond through a fraudulent internet scheme. Expecting to be greeted by the companion who engaged him on the internet, no one showed up to meet him, and he was left with no funds in his bank account.

Erica compassionately listened to the gentleman and provided refreshments and a place to sit down in the Business

Center. Discovering that he was a veteran, Erica coordinated with Tricia Riggs at the USO to allow him to stay in the USO. Erica then worked with Ali Ait-Abdellah with United to secure the gentlemen a spot on the standby list for a flight back to his home on Thursday the 28th.

Most would have considered the matter closed and resolved. However, Erica reached out and checked on the gentleman the evening prior to his flight to ensure his well-being, that he had adequate food, and that his family was informed of his return and condition. Erica, thank you for going "above and beyond" with your care and empathy for this gentleman.

If you see an airport employee providing exceptional service, please consider filling out a [Living the Values](#) nomination so that they may be celebrated.

Register for the 5th Annual P.O.W.E.R. Forum!

The 5th Annual P.O.W.E.R. Forum is coming up on November 21, and it's only missing one thing... YOU!

The event will take place at the Greater Richmond Convention Center. For this special anniversary, the forum will reflect on the event's evolution over the years and its role in shaping regional economic development.



All attendees must register for the forum.

[REGISTER HERE](#)

Just the Numbers - New August Record!

August 2025	 437,346	 20.1 million lbs.	 9,847
	+2.6%	+1.0%	+6.3%



Environmental Services Week

During September 15-19, Team RIC proudly celebrated our Environmental Services Department (EVS) during EVS Week, honoring the hardworking co-workers who keep our airport clean, safe, and welcoming for all who pass through.

Throughout the week, staff enjoyed meals and treats as a token of appreciation, along with fun activities such as bingo that brought plenty of smiles and camaraderie. The celebration concluded with a special dinner, where EVS team members were recognized for their dedication, professionalism, and essential role in the airport's daily operations.

Environmental Services plays a vital part in creating a positive travel experience,

and Team RIC is grateful for the commitment and care this group brings every day. Thank you to our EVS professionals—you help make RIC shine!



30 YEARS OF SERVICE

Betty J. Barlow

Valet Attendant, Landside Operations
Capital Region Airport Commission



Frontier is Finally Here!



Flights to Denver (DEN) and Atlanta (ATL) just became much more affordable! On Friday, October 17, we celebrated the inaugural flight of Frontier Airlines from RIC. Twice-weekly nonstop flights to both DEN (Thursday and Sunday) and ATL (Monday and Friday) are now underway with our newest carrier. Welcome to Team RIC, Frontier!

[Book your flights with Frontier today.](#)



Team RIC vs. Breast Cancer!

Team RIC walked in the [Making Strides Against Breast Cancer](#) event on Saturday, October 18, at 9:00 a.m. at Monroe Park. The event is a part of the nation's largest and most impactful breast cancer movement, raising awareness and providing support for those battling breast cancer. A big thanks to all who participated!

Give the Gift of Life

RIC is proud to partner with Delta Air Lines and the American Red Cross for an airport blood drive on **October 27, 2025, from 10:00 a.m.-2:45 p.m.** in the South Ticketing Conference Room.

Richmond's giving has been trending up: RIC had the third highest percentage increase of Power Red units collected at an airport year over year. Let's keep the momentum going!



Walk-ins are welcome, but appointments are encouraged. Schedule your appointment today at www.redcrossblood.org and enter the sponsor code **DeltaRIC**.

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If you have ideas for future editions of *RIC Insider*, please email Aaron Haynes at ahaynes@flyrichmond.com.

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