



PRESS RELEASE

## **Travelers Aid Begins Service at Bradley International Airport Now Seeking Volunteers for the Airport's Information Center**

**For those interested in learning more about volunteer opportunities, please contact Doherty at (860) 500-8582 or at [marykate@travelersaid.org](mailto:marykate@travelersaid.org).**

Oct. 31, 2018

WINDSOR LOCKS, Conn. – The Connecticut Airport Authority and Travelers Aid are pleased to announce that, earlier this month, Travelers Aid International began serving the passengers of Bradley International Airport as the operator of the guest service volunteer program at the airport.

Travelers Aid now operates the Information Center in Terminal A on the lower level, which is the baggage claim level. There are currently 45 volunteers, and Travelers Aid will be recruiting additional volunteers in order to better serve the airport's passengers. The Center's current hours are from 8 a.m. to 8 p.m., seven days a week.

Mary Kate Doherty, an experienced volunteer manager, has been retained by Travelers Aid to manage and expand the program.

"We are excited about this opportunity to serve Bradley's travelers, and we will work with the airport to improve guest relations. We are grateful for this contract with the Connecticut Airport Authority," Doherty said.

"We value our passengers and we are always looking for ways to enhance their travel experience at Bradley International Airport," said Kevin A. Dillon, A.A.E., Executive Director of the Connecticut Airport Authority. "Travelers Aid brings a wealth of experience and expertise to Bradley Airport and we look forward to bringing an even higher level of customer service to Bradley passengers together."

Some of the changes that passengers may notice in the near future include expanded hours at the Information Center and an increased presence of volunteers at the Center and other locations within the terminal.

Travelers Aid International currently operates similar guest service volunteer programs at four other airports: New York JFK, Newark Liberty, Washington Dulles and Washington Reagan. In addition, it operates the information booth at Washington Union Station. At these five locations, more than 750 Travelers Aid volunteers assisted more than 4.2 million passengers in 2017.



Bradley International Airport will be the 18th airport in the Travelers Aid Transportation Network, which had consisted of 17 U.S. airports, four North American railroad stations and a cruise terminal.

In the coming months, Travelers Aid will be reaching out to the residents of the Connecticut River Valley seeking additional volunteers. Doherty said that Travelers Aid will be seeking anyone, both students and adults, who is interested in assisting a traveler with their challenges.

“I have volunteered at Bradley since 2013 and I love helping people” said a five-year volunteer from Granby. “I have traveled quite a bit over the years and I know how valuable it is to have someone at an airport information desk where I can ask pertinent questions and learn about the local area.”

**For those interested in learning more about volunteer opportunities, please contact Doherty at (860) 500-8582 or at [marykate@travelersaid.org](mailto:marykate@travelersaid.org).**

**About Travelers Aid International:** Travelers Aid International is a network of 43 Travelers Aid members and locations working together to assist today’s “stranded traveler.” Today’s network consists of members in the United States, Puerto Rico, Canada and Australia. Currently 32 members provide social services to their communities, primarily assistance to the homeless. At 25 locations, Travelers Aid staffs information booths to provide assistance to airport, cruise, rail and bus passengers. Travelers Aid began in St. Louis in 1851. Our 2,200 volunteers annually assist more than 10 million travelers as well as those who are “stranded” in life. For more info, visit: [www.travelersaid.org](http://www.travelersaid.org)

**About Bradley International Airport:** Bradley International Airport (BDL) welcomes more than 6 million travelers each year, making it the second largest airport in New England. At Bradley International Airport, we want our passengers to “Love the Journey.” We proudly offer nonstop access to more than 30 popular destinations. Recent efforts to elevate the travel experience through terminal enhancements and new amenities have helped Bradley International Airport earn the #3 spot in the prestigious ranking of best airports in the U.S. by Condé Nast Traveler in 2018. Bradley International Airport is operated by the Connecticut Airport Authority, and its operations are entirely self-funded. The airport contributes nearly \$2.6 billion to the regional economy. For more info, visit [www.flybdl.org](http://www.flybdl.org).

**About the Connecticut Airport Authority:** The Connecticut Airport Authority (CAA) was established in July 2011 to develop, improve and operate Bradley International Airport and the state’s five general aviation airports (Danielson, Groton-New London, Hartford-Brainard, Waterbury-Oxford, and Windham airports). The board consists of 11 members with a broad spectrum of experience in aviation-related and other industries, as well as government. The goal



of the CAA is to make the CAA's airports more attractive to new routes, new commerce, and new companies who may be considering making Connecticut their home.