



For Immediate Release

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Airport Updates

A quick look at what's new at Washington's airports

The Metropolitan Washington Airports Authority is working to provide a smooth experience when traveling through Reagan National and Dulles International Airports. Student Ambassadors, wearing distinctive yellow shirts and "May I Help You?" buttons, are stationed at key locations throughout both Airports to provide passengers with directions and other travel information. The Student Ambassador program operates year-round on a limited basis and is fully staffed with about 100 students per Airport during the peak summer travel season.

Travelers Aid, the organization that staffs information booths at the Airports, recently expanded its program to include "roving volunteers" who set out in search of passengers requiring assistance. They will wear a blue blazer with the "May I Help You?" buttons pinned to their lapels so they can be easily spotted by travelers, all part of the Airports Authority's continuing efforts to improve customer service at our Airports.

Reagan National

→ More New Eateries Open

Several new eateries recently opened at Reagan National, part of the ongoing renovation of the Airport's food and beverage program. **Einstein Bros. Bagels** recently opened in Terminal B, while Terminal B/C welcomed **Famous Famiglia Pizzeria** and **Panda Express**. **Gordon Biersch**, a full-service restaurant and bar opened in Terminal C in June.

→ Improvements in Baggage Claim Area and Terminal A

The Airports Authority has added more seating, a new newsstand and a snack bar in the baggage claim area at Reagan National. Blue courtesy phones have also been installed throughout the terminals with a direct connection to the information booths. In Terminal A, new carpeting was recently installed and improved lighting is on the way. Work also continues on the renovation of the restrooms located pre-security. A fourth security screening lane opened in Terminal A on July 20, helping to expedite passengers through security screening.

Dulles

→ New Lost and Found Location

The Lost and Found Office at Dulles has moved to a convenient new location in the baggage claim level across from Bag Claim #1. Our new office hours are Monday through Friday, 9 AM to 3 PM, and Saturdays from 10 AM to 2 PM. The telephone number is 703-572-8479. The Airports Authority collects items lost in public areas of the airport, including restrooms, shuttle buses and restaurants. Items left at security checkpoints are collected by the Transportation Security Administration (TSA)'s Lost and Found office, which is located next to the Dulles Airport Lost and Found Office in the baggage claim area. Items lost on aircraft are handled by the airlines.

→ Slow Down in Work Zones

The Airports Authority reminds drivers to slow down when entering work zones near the north area of Dulles. A roadway improvement project is continuing in the area where vehicles enter and exit the Airport via the Dulles Access Highway and Route 28. The speed limit in the work zone areas is 25 MPH. A series of new ramps and secondary roads are being built to allow vehicles to merge more easily, resulting in better traffic flow through this critical area. Work is expected to be complete in Spring 2008.

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