Peg Frank vividly remembers when Dulles International Airport opened a half century ago. She was working for United Airlines at Washington National Airport, but she had been dispatched to direct traffic at the new facility. The airport’s front parking lot was a sea of mud from three days of rain when a public open house was staged and she was splattered.

Washington Dulles International Airport was dedicated by President John F. Kennedy on Nov. 17, 1962. The airport is celebrating its 50th year of service to the Greater Washington area this year. Peg recently reminisced with Dulles Airport Manager Chris Browne about those early days at an annual spring luncheon for volunteers.

The terminal at Dulles is three times the size today that it was originally, Peg said. “Everybody called Dulles a white elephant then.” She noted travelers in those days were mostly going to New York or a few other major places for international flights.

Growing up in Pennsylvania, Peg was far more interested in model planes than playing with dolls. She attended the Pittsburgh Institute of Aeronautics before going to work for Central Airlines. It later changed its name to Capital Airlines. She started her aeronautics career Aug. 23, 1948.

Peg became affiliated with United Airlines when Capital merged with UAL on June 1, 1961. She was in the flight training section. She retired in September of 1991 after a 43-year career. A month later, she became a Travelers Aid volunteer. Today she serves on shifts at both National and Dulles airports.

Peg has seen a lot of changes at both air transportation centers in the Washington area. The White House presidential plane was based at National long before Andrews Air Force Base. Dulles now has built a reputation as one of the world’s largest international flight destinations. Meanwhile, Peg, who is now 82, also keeps busy serving as one of the coordinators of the Meals On Wheels program for the elderly in the Annandale area of Northern Virginia.

President Kennedy dedicated Dulles International Airport while standing on a platform built in front of the air terminal for the occasion. “This is a great airport at a great time in the life of our country,” he declared.
ANNIVERSARIES

July
11 Years
Donald Neil, DCA
10 Years
Yoshi Hazen, IAD
9 Years
Don Webster, IAD
7 Years
Jean Hetsko, DCA
Nancy Comiskey, Bunny Evans, Paula Kugelman and Arlene Luley, IAD
5 Years
Lorna Malooley, IAD
4 Years
Randy Judkins and Tony Chu, DCA
3 Years
Adriana Rodriguez, DCA
Patricia Budd, Gloria Federigan, Izzy Fleisher, Ruth Lockhart, Ydelsa Palamino, Janet Rosenberger and Howard Wesoky, IAD
2 Years
Richard Rogan and Rich Ackerman, DCA
1 Year
Jamie Faulkner, Yan Wiramidjaja and Natalie Riegel, DCA
Gloria Ngwenya and Renate Scobey, IAD

August
32 Years
Rhonda Martin, DCA
15 Years
Vonda Stott and Vanessa Lemně, DCA
Jayne Uno, IAD
13 Years
Bill Bernstein, IAD
10 Years
Alison Grieg, Ursula Hennig, Bill Tenerowicz, Bill Ulman and Don Willis, IAD
9 Years
Philip Schwartz and Martha McCormack, DCA
8 Years
Esther Benson, IAD
7 Years
Barbara Hipple, IAD
6 Years
Carol Nagel, DCA
5 Years
Ted Connelly, DCA

Mark Albosta, Ginny Kildoyle, Cynthia Mayer, Michael Payne, Nancy Purcell, Mary Ellen Rogers and Sharon Tinny, IAD
3 Years
Tom Heck, DCA
John Cawley and Sandra Gabriel, IAD
2 Years
Judy Heine, DCA
MK Ardestani, Eliseo Canelas, Kevin Canelas, Connie Church, Rita Glazer, Ed Gold, Sarah McGaughy, Daniel Pasielski, Bonnie Richwine, Lisa Riley, Roberta Sherman, Carl Starmann and Vicky Urcuyo, IAD
1 Year
Nancy Cavanaugh, Brandon Kim, Roscoe Lindsey, Timothy Long, Steve Lummer, Basil Ok and William Pierce, IAD

September
31 Years
Sherrill Wharf, IAD
28 Years
Pat Bratsch, IAD
26 Years
Bob DeBoskey, IAD
22 Years
Diana Newman, DCA
21 Years
Peg Frank, IAD
20 Years
Jerry Ferentinos and Jerry Gordon, IAD
15 Years
Janet Vickery, DCA
11 Years
Andy Cassells, IAD
10 Years
Sharlene Bradshaw and Eileen Evon, IAD
9 Years
Inge Clayton, DCA
8 Years
Mary Ellen Solano, DCA
Moira Nemmers and Bud Reed, IAD
7 Years
Peggy Tourial, IAD
6 Years
Elsa Angrist, DCA
5 Years
Barbara Eldridge and Judy Newton, IAD

4 Years
Meera Bhandiwad, Linda Dufsey, David Fleming, Elizabeth Fleming, Joan Horne and Paul Vagnini, IAD
3 Years
Helen Eby, DCA
Beth Berger, IAD
2 Years
Lori Jeffries, Kathleen Alitzer and Bernard Alter, DCA

Loren Biegler, Barbara Bifareti, Sandra Cunningham, Nancy Dickey, Sharon Gilman, Sandy Kantor, Roger Pelletier and Cheryl White, IAD
1 Year
Claire Fontaine, Shinhye Kim, David Lough, Cybele Owen, Jean Peterson and Nicole Petinaux, IAD

Faces in the Crowd

Reagan Washington National
Former Secretary of State Madeleine Albright...Veteran actor Donald Sutherland...Albert R. Hunt Jr., executive Washington editor for Bloomberg News, who hosts the weekend talk show Political Capital on Bloomberg Television. He is married to Judy Woodruff of PBS. A volunteer in Terminal A saw the U.S. Soccer Team, including Landon Donovan, the night after they lost to Brazil in front of 67,000 fans at Robert F. Kennedy Stadium.

Dulles International Airport
Jeopardy host Alex Trebek...basketball legend Kareem Abdul Jabbar...Federal Reserve Chairman Ben Bernanke...woman soccer player Brandi Chastain...U.S. Senate Sergeant at Arms Terrance Gainer...former Homeland Security Secretary Michael Chertoff...television weatherman Tony Perkins and U.S. Senator David Vitter of Louisiana.

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Ronald Reagan Washington National Airport
DCA Office....................703-417-3975
Terminal A....................703-417-3972
Terminal B (lower level)......703-417-3974
Information Desks B & C....703-417-1806

Washington Dulles International Airport
IAD Office........................703-572-7350
International Desk................703-572-2536
Desk Level 1-Baggage Claim 6....703-572-8296
Desk Level 2-Baggage Claim 11..703-572-7343
East Mezzanine...............703-572-7334
West Mezzanine................703-572-7335

Union Station
Travelers Aid Desk.............202-371-1937
Dreamliner tour draws volunteers at Reagan

WELCOME ABOARD!--These three Travelers Aid volunteers--Vanessa Lemmé, Marie Panger and Denise Schossler--received a special tour of Boeing’s new 787 Dreamliner jet passenger plane.

Boeing’s 787 Dreamliner landed at Reagan Washington National Airport in early May as part of a global tour. For the next four days, guests -- including Travelers Aid volunteers -- were invited to go aboard the sleek aircraft. It featured a welcoming entryway, dramatic dimmable windows, bigger bins and special lighting. The 787 made its final approach to Reagan by passing over the Washington Monument.

RENOVATIONS SET AT TERMINAL A--Renovations are planned in Terminal A at Reagan Washington National Airport this fall. A new brighter floor will be installed. There also will be a new Information Desk in place for Travelers Aid by September or October. A new baggage belt will be done by March 2013. In April of next year there will be new lights and curb site that includes front glass walls.

A Dulles International profile

Volunteer encountered multiple personalities as young stewardess

Yoshi Hazen ticks off the names like an All-Star game lineup—Clark Gable, Mickey Rooney, Ava Gardner, Joe Louis. She has met them all and many others as well. But that is not the main claim to fame for this Travelers Aid volunteer at Dulles.

Yoshi Hazen owns a unique corner of post-World War II history. Yoshi was the first Japanese national allowed to serve as a stewardess (yes, they were called “stewardess” then) on an international air route following the war.

Yoshi was Yoshiko Tsuchida in those days and working as a flight attendant within Japan. She and other young girls were preparing for international flight training when fate stepped in and she was chosen for this place in history. A scheduled attendant on a DC-4 flight to Bangkok became ill and Yoshi was in the right place at the right time.

On her 22nd birthday she boarded the Thai Airways flight at Haneda airport and the rest is history.

Ironically, her career aloft was short. Plans for international flight training did not materialize and Yoshi returned to her native Japan to serve as a “ground” stewardess for Pacific Overseas Airline Siam. It was in this position that she met so many famous personalities. It was at this time that she also met her future husband, a young Army officer by the name of Jack Hazen.

Yoshi worked five more years in the airline industry before she and her husband moved to America. In 1957, Jack’s military career brought him to the Pentagon and Yoshi became a Washington resident. She toyed with the idea of going back into the airline profession when Dulles first opened. But her husband decided Dulles was “too far” and Yoshi retired her wings.

That retirement lasted until 2002 when Dulles was no longer “too far” and Yoshi, after 14 years as a Smithsonian volunteer, returned to her first love as a volunteer with Travelers Aid.

Yoshi works a regular Saturday shift at Dulles. She is often delighting her co-workers with gifts of candy or handmade Japanese crafts. She greets each and every customer with a broad smile, answers questions quickly and sends them away satisfied.
**Dulles volunteers celebrate service**

Dulles International Airport Manager Chris Browne told 230 volunteers at an annual spring luncheon that he was “so impressed, so greatful” to Travelers Aid for the service it constantly gives. “Volunteers provide a true gift,” he stressed. “We want to declare our continued and collective thanks.”

Travelers Aid President Ray Flynt said that over the years Travelers Aid has grown at Dulles from one desk to eight with four podiums. Volunteers helped close to two million travlers in the past year, he noted.

Travelers Aid Executive Director Michael Oring, who oversees the program at Dulles, emceed the program.

A treasure trove of gifts was given out in a drawing including the grand prize of a pair of round-trip tickets from South African Airlines.

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**BIG WINNER**-- Volunteer Ed Gold won two round-trip tickets from South African Airlines.

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David Fleming went home with an Apple iPod shuffle from Westfields.

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Betsy Moniz received a deluxe reflexology massage from Calvert Rejuvenations.

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Volunteers Sue Parks, Barry Holt and Jerry Gordon--who have served 20 years each as volunteers at Dulles--posed with Sally Harvey, program manager for Travelers Aid at Dulles.

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Pearl DiPasquale holds a certificate for a $100 gift certificate from COPA Airlines.

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Sally Harvey stands beside volunteer Jayne Uno after she was recognized for 15 years of service.

---

Paul Balleria won two complimentary space available tickets from AirTran Airways.
Volunteerism recognized at Reagan National Airport

Volunteer Al Weinstein receives 25-year service award from Reagan National Airport manager Paul Malandrino while Travelers Aid President Ray Flynt adds his congratulations.

Reagan National Airport Manager Paul Malandrino told Travelers Aid volunteers at an annual wine and cheese gathering that the airport is heading for another record year. The measurement for the most recent 12-month period was pushing 18.9 million passengers.

Volunteer Service Awards 2012

30+ YEARS
Rhonda Martin
25 YEARS
Antoinette Jeffries
Al Weinstein
20 YEARS
Margaret Truslow
15 YEARS
Juanita Conley
Joyce Davis
Ted de Jesus
Jerry Denney
Pat Flanigan
John Gannon
Geoffrey Lewis
Larry Lunt
Marie Panger
Jim Recher
Richard Rogan
Carol Woodard

10 YEARS
Jim Flanigan
Don Neil
Keling Stewart
Rita Adrosko
Elsa Angrist
Joe Amato
Pat Clark
Jeanie Kelleher
Bob Kinsey
Carol Nagel
Sharon Nicholson
Larry Sternbane
Tien (TF) Ting
Rose Warlick
Herb Weinstein
Will Wurzel

ONE YEAR
Richard Ackerman
Bernie Alter
Kathleen Altizer
Ketsha Brown
Steve Goldberg
Judy Heine
Lesley Hildebrand
Kathy Humphrey
Lori Jeffries
Tom Kenney
Nancy Kilpatrick
Alan Leonard
Mike McAndrews
Gabriel Okolski
Florence Starzynski
Paul Starzynski
Mary Walker

Vanessa Lemmé performed her usual duty as a bartender extraordinaire.

Members of the Class of 1997--those who started service when the new wing of Reagan Washington National Airport opened--posed together at reception.

Photos by E. David Luria and James Flanigan.
Volunteers stand out at Union Station lunch

Union Station volunteers were praised for going the extra mile in serving the traveling public at a spring lunch on Capitol Hill. “You all are on the front lines,” Travelers Aid International President Ray Flynt said. Michael Oring, executive director of Travelers Aid for the Washington region, echoed the sentiment. Flynt said that those who serve patrons at the historic railroad station are often a buffer for travelers in distress.

Dr. Willie Ringold, who works with the volunteers to process social service cases, added his praise for the way the volunteers often handle difficult cases. “Thank you for all your hard work,” he said.

Union Station volunteers generally handle more social service cases than those serving elsewhere in the Travelers Aid system. They also welcome thousands of travelers from across the United States and around the world to Washington.

Travelers Aid first started operations at Union Station. The service expanded as air travel came into vogue.

The luncheon at the Fusion Grill was topped off with specially made cupcakes provided by Shelia Dashiell, program manager at Union Station, which were made at her daughter’s bakery.

Union Station volunteers gathered for lunch on Capitol Hill