

How to Start An Airport Volunteer Program

Dave Asselin, President & CEO

Travelers Aid International

February 23, 2016

Fort Lauderdale, Florida



A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS



www.travelersaid.org

What is Travelers Aid?

44 Members and Locations



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What is Travelers Aid?

44 Members and Locations

- 32 Social Service locations in the U.S



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What is Travelers Aid?

44 Members and Locations

- 32 Social Service locations in the U.S
- 17 U.S. Airports



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What is Travelers Aid?

44 Members and Locations

- 32 Social Service locations in the U.S
- 17 U.S. Airports
- 4 North American Train Stations



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What is Travelers Aid?

44 Members and Locations

- 32 Social Service locations in the U.S
- 17 U.S. Airports
- 4 North American Train Stations

More than 9.1M Passengers Served



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What is Travelers Aid?

44 Members and Locations

- 32 Social Service locations in the U.S
- 17 U.S. Airports
- 4 North American Train Stations

More than 9.1M Passengers Served
and more than 2,200 Volunteers!



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Starting a Volunteer Program - Consider

1. The services the program will offer
2. The locations within the Airport
3. Professional staffing
4. Appropriate number of Volunteers



A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS



www.travelersaid.org

What Services Will the Program Offer

1. Information



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What Services Will the Program Offer

1. Information
2. Information and Referral



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

What Services Will the Program Offer

1. Information
2. Information and Referral
3. Other Services
 - For example – Lost & Found



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Services and Locations

1. Pre-Security



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Services and Locations

1. Pre-Security
2. Post Security



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Services and Locations

1. Pre-Security
2. Post Security
3. Baggage Claim



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Services and Locations

1. Pre-Security
2. Post Security
3. Baggage Claim
4. Roving Guides



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Services and Locations

1. Pre-Security
2. Post Security
3. Baggage Claim
4. Roving Guides
5. Mobile Guides



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

Professional Staffing



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

How Many Volunteers Are Needed?

1. Number of Locations



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

How Many Volunteers Are Needed?

1. Number of Locations
2. Type of Locations



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

How Many Volunteers Are Needed?

1. Number of Locations
2. Type of Locations
3. Hours of Service



A helping hand along the way

**A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS**



www.travelersaid.org

How to Start An Airport Volunteer Program

Dave Asselin, President & CEO

Travelers Aid International

5000 Sunnyside Ave., Suite 103

Beltsville, MD 20705

(202) 546-1127

dave@travelersaid.org



A NETWORK OF SOCIAL
SERVICE AGENCIES AND
TRANSPORTATION CENTERS



www.travelersaid.org