The Metropolitan Washington Airports Authority has launched Project Journey, a $1 billion, multi-year construction effort to transform the passenger experience at Reagan National Airport. The project is needed because Reagan National was designed to comfortably serve 15 million passengers annually, yet today more than 23 million passengers travel through the airport — straining infrastructure, crowding travelers and challenging the airport’s ability to provide a positive customer experience.

The project, which is a customer enhancement that maintains the airport’s current flight capacity, will replace the 14 outdoor commuter aircraft boarding positions now served through Gate 35X with a new commuter concourse, giving travelers direct, enclosed access to aircraft via jet bridges, eliminating bus operations currently in place at Gate 35X.

The new commuter concourse will also have spacious waiting and boarding areas, diverse seating options with integrated power outlets and new concessions conveniently located near the gates. Passengers traveling through the commuter concourse will recognize architectural features consistent with Terminal B/C — large glass windows, domed skylight ceilings and views of downtown Washington, D.C.

In addition to the new commuter concourse, Project Journey will also offer passengers traveling through the existing concourses an improved post-security experience. This will be accomplished by relocating the existing security checkpoints so that passengers can move freely between gate areas and enjoy all the amenities the airport offers without having to exit and re-enter the security process. The two new security checkpoints will be constructed above the existing arrivals roadway, connected to Terminal B/C and
the walkways from the Metrorail station and parking garages. Once complete, the expanded checkpoints will expedite the screening process and create a more open environment throughout the main terminal and the concourses.

Set to begin construction in summer 2017, Project Journey will occur in two overlapping phases. The new security checkpoints are expected to open in 2020. The 14 gate commuter concourse is scheduled for completion in 2021.

The changes that the airport will undergo over the next several years will ease overcrowding and congestion, while transforming the passenger experience to one that is more enjoyable and engaging.

For more information about Project Journey visit flyreagan.com/projectjourney.

DCA
Have you ever forgotten something on an airplane and realized it when you thought it was too late? Well, that happened to Lt. Colonel Carattini.

On February 7, 2017, airport volunteer Alan Davis was approached by Lt. Colonel Carattini at Info C for help in retrieving his wallet from the American Airlines flight he had just deplaned. The passenger ran up to the desk knowing time was of the essence to get his wallet from the seat back pocket. Flights at Reagan National do not stay for very long. Alan grabbed the man’s boarding pass and immediately ran to Gate 25. Travelers Aid Staff was also at the desk that evening and watched with the passenger in dismay as the AA airplane pushed back from the gate. Lt. Colonel Carattini thought all hope was lost. Then, Alan was seen in National Hall waving the wallet and flashing the “V” for Victory sign. Alan told us the unbelievable details of his adventure.

When he arrived at Gate 25, AA #576 to Dallas-Ft Worth (DFW) was indeed pushing back from the gate. Alan spoke to the American Airlines manager at the gate, Jeffrey Fontenot, who then called Ramp Manager, Dwayne Strong Jr. Dwayne then called the flight crew to inform them of the situation. Brenda Von Bergen, flight attendant, retrieved the wallet from the seat back pocket and provided it to the cockpit. Captain Madden and First Officer Olenicak opened the side cockpit window and tossed the wallet down to AA ramp crew. Dwayne Strong retrieved the wallet from the ground and provided it to Jeffrey Fontenot who took it back up the jet bridge and out to Alan in the Terminal. Lt. Colonel Carattini was grateful and ecstatic.

Teamwork really does get the job done!

IAD
Services provided by Mr. Cameron Halmat at IAD went way beyond excellence.

My 86 year old mother was flying from Orlando to Dulles just hours after being released from the hospital. To say the least, it was a stressful experience. It was imperative my mom got to my home in Fairfax as she could no longer live alone in Florida.

It was because of the exceptional service provided by Cameron that my stress level was reduced and we were able to get my mom in the car safely.

Cameron not only called me twice from the gate to coordinate with me, he also helped me get her luggage. In addition, he waited with her inside the United Door 6 while I went outside to flag down the car. It was 16 degrees outside and we kept my elderly mom as warm as possible. He then wheeled her to the curb for us to help her into the car. All the way, he was sympathetic, understanding and guided me through the process to reduce my stress. I believe he was especially sympathetic as his own mother is 98 years old.

Please express my sincere appreciation for the “beyond the call” service by Cameron. He did a wonderful job for us.

Tell us your story about great a customer experience by visiting our airport websites and click the “Contact Us” link.

Mr. Cameron Halmat
Photo Credit: J. David Buerk