



The TPA airfield team completed the largest in-house airfield maintenance project in TPA's history in February.

TPA's maintenance team is on the job

No one knows the TPA airfield like the TPA team. That was the idea behind bringing in-house one of the largest projects required to maintain Tampa International Airport's airfield.

The TPA airfield team completed the largest in-house airfield maintenance project in the history of TPA in February. The work on Runway 1R/19L required removing 257,380 square feet of paint, applying 5,140 gallons of new paint along with more than 11 tons of glass beads to give the airfield markings the reflective property required by the FAA. And it was all done in just 30 days.

Bruce Sather, Senior Manager of Buildings and Grounds, met with his Airfield team leaders to discuss the possibility of bringing the work in-house following the most recent FAA annual inspection that recommended cleaning and repainting sections of the airfield. It was something that had never been done before. Maintenance Superintendent Mark Stolze told Sather that his team was up to the task.

"We would rather have our team painting this airfield over any contractor. They know this airfield. They're well-trained and they do great work," said Stolze.

The end result was nothing short of

remarkable. The runway painting project was completed on schedule, under budget. The job required purchasing a special piece of equipment, the Stripe Hog 7500 for \$525,000, but the cost savings for completing the job in-house will eclipse that expense within the first year.

Stolze says those savings are just the beginning.

"We can use it for so much more, such as rubber removal, cleaning the airfield paint markings and lighting, curbsides, roadways and use at the general aviation airports whenever we need to," said Stolze. "And now we have a greater deal of scheduling flexibility. Before we had to work around the contractor's availability. Now we can schedule the projects whenever we want to, whatever works best for us, the airlines and all of our tenants."

Sather says that the cost savings are important for the Airport, but the sense of accomplishment for the team has been invaluable.

"It's reignited their spirit," said Sather. "The guys were so proud of the job that they did and were so enthused with the outcome, they're already looking forward to the next runway." ■

IN THIS ISSUE



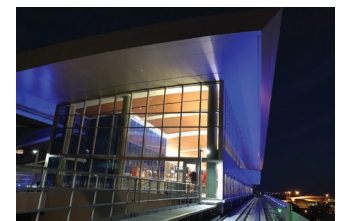
Trailblazers at TPA

A growing number of women lead TPA's safety and security teams.



Switcheroo

Lightning hockey players swapped spots with Southwest.



ASQ scores remain high

TPA maintained high Airport Service Quality scores in 2017.



TPA BY THE NUMBERS



1,000

There are 1,000 turtle hatchlings hanging above the giant turtle sculpture in the lobby of the Main Terminal SkyConnect station.

Trailblazing women lead the way at TPA



TPA this past March celebrated a group of women who have broken through a traditionally male-dominated profession. TIAPD now has more female leaders and supervisors than ever before.

As the rest of the country recognized March as Women's History Month, Tampa International Airport's law enforcement and public safety teams quietly made some history of their own.

In a field largely dominated by men, the Tampa International Airport Police Department now has more female leaders and supervisors than ever before. The department also has a higher-than-average number of female officers compared to other agencies in the country, a fact Chief Charlie Vazquez is proud to tout. Next month, the agency will be welcoming the second black female officer in its history and Vazquez hopes to see even more diversity as TIAPD grows.

"On average, females make up about 11 percent of law enforcement agency staffs around the country," Vazquez said. "We're at about 25 percent, so double of the average. I'm pretty pleased with that and I'd like to see more of it."

Captains Ann Walters and Teri Uno, the first two women to be promoted to that high of a rank with TIAPD, said they feel encouraged by the department's trend to not only bring more women onto the force but to put them in positions to lead and grow.

"When I joined the Tampa International Airport Police Department in 1992, there were maybe three or four females on the staff and no female supervisors," Uno said. "It was a different time and you definitely had to have a thick skin."

That culture has changed, particularly over the last

couple of years, and both the police department and the Airport Operations Center, which handles dispatch, have seen the benefits of having women at the helm. Shannon Boos is the first woman – and the first employee – to be promoted to a Senior Manager role in the AOC and she has made a number of positive changes to improve employee engagement.

"I've been in this field for 17 years and it's always been predominately male," said Boos, who formerly worked with the Key West, Plant City and Florida Highway Patrol law enforcement agencies. "To be a female and get into a leadership role is a huge deal."

In public safety, female supervisors and officers bring a special component to their agencies that may have been missing when they were almost 100 percent male.

"Whether its compassion or communication, there are niches in law enforcement that together make you stronger as a department," said Sgt. Monique Barry.

Cpl. Tammi Severin, who was one of few female officers on her team when she worked in Indiana prior to coming to TPA, said she got to see the difference in the way criminals react to male and female officers early in her career. She believes it's to police agencies' benefit to balance out the ratio.

"Just the mere presence of a female officer arriving at the scene can often be calming," she said.

Vazquez agrees, though he's quick to point out that his female officers and supervisors bring more than motherly instincts and gentle traits to his agency.

"We all bring different things to the table and these things have to complement each other," he said. "You can't have complete muscle on your force without having the ability to de-escalate a situation. Sometimes it's difficult for men to see another side of things, and sometimes women are better able to deal with domestic violence victims and young children."

Vazquez said he puts a strong emphasis on training, developing and promoting his staff, and he's pleased some of his rising stars happen to be women.

"They're not my leaders because they're females," he said. "They're leaders that just happen to be females." ■

Lightning players get a taste of airport life

Tampa Bay Lightning players Dan Girardi and Anton Stralman helped out at Southwest ticket counter on March 5 as part of a work day swap to celebrate the airline's new sponsorship deal with the hockey team.

Later in the day, the players joined gate agents at Airside C, making boarding calls for a flight to Providence. Teasing comments to rival Boston Bruins fans boarding the flight got the pair plenty of laughs.

They briefly sojourned out to the airfield to help load luggage into the plane. Thunderbug got in on the action and rode the conveyor belt into the belly of the plane. Girardi help the special privilege of riding the push back vehicle and sending the plane off to its final destination.

The players were joined at TPA by the Thunderbug team mascot and the Lightning girls. ■



Lightning players Dan Girardi (L) and Anton Stralman (R) pose at Airside C.



Thunderbug rides the conveyor belt up into the belly of a 737.



TPA won the award for Airport with Best Program Design while VP of Concessions Laurie Noyes won the Concessions Property Manager of the Year Award.

TPA's concessions team wins top industry accolade

Tampa International Airport earned top industry honors earlier this month for its newly reinvented concessions program, which features dozens of new shops and restaurants and more local options than ever before.

At the 2018 Airport Revenue News awards ceremony on March 15, TPA earned the award for Airport with Best Program Design while VP of Airport Concessions Laurie Noyes earned the coveted Concessions Property Manager of the Year. Airport Revenue News is the leading trade organization for Airport concessions.

"This is a tremendous honor for our team and speaks to the amazing progress we've been able to make in recent years," said Noyes. "Airports across the country are upping their game with more local options and greater variety. Tampa International Airport is ahead of the pack in many regards and we look forward to continuing to provide our passengers with top-notch experiences."

The award for best program design is given to an Airport that blends engaging and visually stunning environments with flow and function.

To date, TPA has opened 62 of 69 new shops and restaurants, including all but one restaurant. The new program is 40 percent local and designed to reflect the Tampa Bay region both in terms of food and aesthetics. Local options include Ulele, RumFish Grill, Buddy Brew coffee, Cigar City and more.

"Our new shops and restaurants really create a great first and last impression for all of our guests," said Noyes. ■

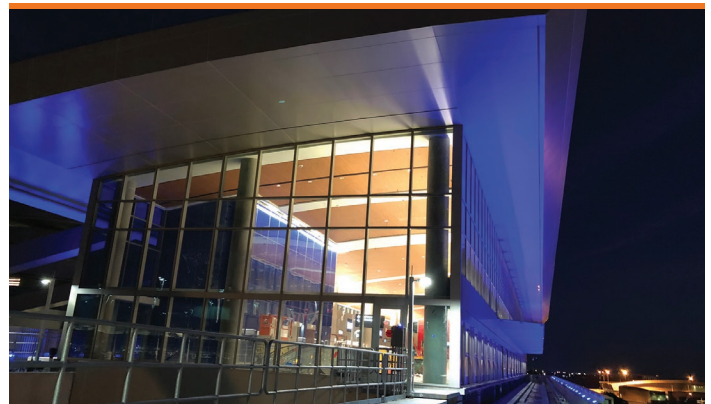
ASQ scores remain high as construction slows down



TPA is once again one of the top ranked Airports in North America in terms of customer satisfaction.

Tampa International Airport was recognized as the number one overall airport in North America for airports serving 15-25 million passengers and tied for third place in North America for all airports, in the latest Airport Service Quality (ASQ) awards for 2017.

ASQ is the only worldwide program to survey passengers at the airport on their day of travel, measuring passengers' views of 34 key performance indicators including airport access, check-in, security screening, restrooms, stores and restaurants. 74% of the world's top 100 busiest airports are part of the ASQ network, which delivers 600,000 individual surveys per year in 42 languages in 84 countries. ■



LEAF LESSONS



Virtual 5K still available!

The Tampa International Airport 5K on the Runway on April 21 may be sold out, but you can still participate. Sign up today for the Virtual 5K.

You pick the path you want to run and complete it at a time and place that is convenient for you.

We will mail you an awesome TPA 5K shirt with a finisher medal after the official event. Sign up for the Virtual 5K today! ■

More parking, other changes coming to Long Term Parking

More Long Term parking is coming to Tampa International Airport.

With the opening of the new Rental Car Center in February, construction crews are now able to begin reclaiming the first two floors of the Long Term Garage – a move that will add roughly 2,250 parking spots and valuable capacity to one of the most in-demand garages. TPA plans to open the levels in phases, with the first coming in about six months and the second coming in about a year.

Rental car companies are removing their equipment now. Once that process is complete, TPA's contractors are expected to begin work in mid-April.

While it might seem straightforward, reclaiming the two garage levels is quite involved. Crews will need to remove the underground fueling system, existing offices, signage and ceiling covering. They will also need to reconfigure access to the garages, rehab the fire sprinkler system and perform myriad repairs.

The new levels mean more than just additional parking: It will also change the numbering of all the levels in the garage.

Once opened, today's HV level will become level 1; the BC level will become level 2; level 1 will become level 3; Level 2 will become level 4, and so on up to the top floor. This means that passengers will access the Main Terminal transfer level via level 4 of the Long Term Garage (whereas today passengers access from level 2). ■



Crews are beginning to reclaim the first two levels of the Long Term Garage. The first new level could be open in six months.

PDQ, Burger 21 now open

Flying through Airside C just got a little bit more scrumptious.

Late last month, Tampa International Airport opened a new PDQ and Burger 21 on the airside, bringing two new fast-food options to TPA's busiest airside.

With everything from crafted burgers (think ahi tuna and Korean BBQ) to freshly made chicken tenders with a wide variety of homemade sauces, these two concepts give Southwest and Frontier passengers a whole new reason to fly.

PDQ, which stands for People Dedicated to Quality, opened March 20. The chain opened its first location in Tampa in 2011, featuring fresh, fast food with fresh, made-from-scratch options. They now serve a variety of hand-breaded chicken tenders, made-to-order sandwiches, hand-tossed salads and hand-spun shakes.

PDQ CEO Nick Reader said the company was beyond excited to open in their hometown airport.

"We have a deep love for the city and are excited



PDQ and its next door neighbor, Burger 21, are now open on C.

that we can not only serve our neighbors as they jet off, but also provide quality, delicious dining options to visitors to the area as well," he said. "Our team of People Dedicated to Quality looks forward to welcoming those traveling through Tampa and introducing them to our brand."

Burger 21, another chain with Tampa Bay ties, opened in November 2010 in Westchase with a goal of creating modern, upscale burgers. ■



Employee Spotlight: Patrick Lampasso

When it comes to TPA's retail world, Patrick Lampasso is a walking encyclopedia. The Stellar General Manager started out with HMS Host as a retail assistant manager in 2006, back when Host operated all concessions at TPA, and over the years Patrick managed every single retail concept at the Airport. Whether it was sunglasses or sportswear or pet products or fine Jewelry, Patrick came to understand the ins and outs of airport shopping habits better than anyone.



Patrick Lampasso has worked at TPA since 2006.

"I like the pace of it," Patrick said. "It's great being able to help customers find what they're looking for in a short period of time."

After the concessions redevelopment, Patrick went on to be a General Manager for Stellar, which operates several concepts around TPA, including the Stellar Bay news convenience stores, Ron Jon Surf Shop, the TUMI/Swarovski store and other shops. Patrick manages all but the Mindworks-Tampa Bay Sports store in the Main Terminal and you can often find him running around, working with customers, training staff, straightening snack shelves, re-folding shirts and other tasks that now come to him naturally.

Patrick's hard work – as well as the excellent sales numbers at TPA – have not gone unnoticed. Recently, Patrick was named Stellar's 2017 Manager of the Year for the entire organization, which spans several airports across the country.

"Stellar is a great company and I've watched a lot of employees grow here as it's a company that likes to promote from within," Patrick said. "A lot of the people who work for me have worked with me for years, growing from sales associates to supervisors. We take a lot of pride in our team and it makes a big difference in how we work and how we treat our customers."

Even before coming to work at TPA 12 years ago, Patrick was very familiar with TPA and the Airport's reputation. Born and raised in the Clearwater area, his family would take big summer trips every year to places around the world, including Italy, where his father is from. He remembers riding the shuttles and being greeted by or greeting visiting relatives at the gates in the pre-TSA days.

"This Airport feels like a community."

When he was 16, Patrick was excited to land his first job at his neighborhood Walgreens. He wound up staying with the company for 10 years, working his way up to an executive assistant manager position by the time he left.

After graduating from the University of South Florida St. Petersburg with a bachelor's degree in management and marketing, Patrick finished his Walgreens career and set out to find something new, though still loved retail. He landed with Host as a retail assistant manager and spent most of the next several years at TPA with Host and World Duty Free Group, which took over retail operations at TPA prior to the concessions redevelopment program. Aside from a two-year stint in Atlanta and Richmond working for Host and, briefly, a tobacco company, Patrick returned to TPA in 2016 and has enjoyed watching the transformation of the Airport in the last year.

"This Airport feels like a community," Patrick said. "Everybody knows everyone, and if you don't know someone, you've at least seen them around and get a smile and a wave. What I like most is the diversity and the employees who come from all walks of life."

Patrick recently bought a townhome in Lutz, having spent most of his life in the Seminole area of Pinellas County, and he's very close with his father, brother, sister and five nieces and nephews. The whole family often travels together, and Patrick himself loves traveling when he's not working, noting that his favorite spots are Cape Cod and Las Vegas. Ask and Patrick will gladly show you photos of the two loves of his life – a rescue Maltese, whom he recently had to put down after the dog became old and diabetic, and his elderly Shih Tzu named Duke. ■



TPA in the World



General Counsel/EVP of IT Michael Stephens, VP of Communications Janet Scherberger, CEO Joe Lopano, Director of Government Affairs Gina Evans, VP of ITS Marcus Session and Senior Business Analyst Greg Forrest attend the 2018 Black, Brown and College Bound Summit on March 26.



TPA celebrates this year's Tampa Pride with plenty of giveaways. Pictured here: Warren Stone, Luis Colon, Eric Sugrue, Marilyn Gauthier, Kathie Taube, Rebecca Gardner, Patty Gardner and Debbie Stokes.



EVP of Operations and Customer Service John Tiliacos helps deliver the welcome remarks at the Tampa Bay Safety Summit on April 4.



Airport CEO Joe Lopano attends the Tampa Bay Regional Attainment Luncheon hosted by LEAP Tampa Bay College Access Network on April 5.



Operations Safety and Compliance Manager Scott Loper discusses Safety Management Systems.

In the News



TPA is expecting record passenger numbers this spring break.

From Fox 13, March 26:

There is a new line of defense with Tampa International Airport's newest K-9 officer, who is far more than the typical bomb-sniffing dog. Anya, a the 3-year-old Belgian Malinois, is part of a brand new class of highly trained explosive-detection dogs that are able to identify and track a bomb through an airport, similar to the way a bloodhound tracks people. ■

Exclusive: Lufthansa upping business class out of Tampa International Airport

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From the Tampa Bay Business Journal, April 3:

Lufthansa is expanding business class service on its flights between Tampa International Airport and Frankfurt, Germany.

Beginning Oct. 28, Germany's largest airline will increase the number of business class seats to 30 from 18 on the nonstop flights, which run five days a week. The planes also will increase the number of premium/economy seats to 28 from 21. The number of standard/economy seats will decrease to 221 from 261. ■

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WHAT THEY'RE SAYING...

ON TWITTER



Hey @united big shout out to desk agent Jim D at @FlyTPA had a log flight delay through EWR, was going to miss my intl connection, and he took care of me and rebooked me without missing a beat. I fly a lot and he is one of the best agents I've come across #CustomerService
- TheKid @kbraptor, April 2

Long travel day. Thank you @Delta for making sure my bags arrived safely to my next destination after several flight delays and changes. Thanks Jim S., the #delta ticket agent who assisted me today @FlyTPA.

- Eris Sims @ErisSims, April 2

From one Boston brother to another. Go through @FlyTPA. I live in Tampa & go to WDW all the time, it's a little over an hour from the park, but easily the best airport in the country. I travel for work, so I've seen a bunch.

- Jimmy Dunk @Seymoursheriff, March 31

ON FACEBOOK



Great airport, especially for locals. They continue to expand their nonstop services. They have added many European destinations over the years which are very convenient. The renovations to the interior look great. World-class airport!

- Andrew Dewey Reilly, March 20

VIA EMAIL



I had the opportunity for a brief visit to your airport this week and I just can't say enough for you! Not only is it beautiful but the changes all feel very positive. The monorail made my car rental so simple and returning the car was equally easy due to clear road marking. Can't wait for the opportunity to fly Delta back into Tampa. Tampa Airport, YOU ROCK!

- Betty Moore-Bell, March 25



Visit us online at TampaAirport.com or connect with us @FlyTPA



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