

ISSUE
25

AUGUST
2018

OFFICIAL NEWSLETTER OF TAMPA INTERNATIONAL AIRPORT

ON THE RADAR



A group of about 18 planespotters got a unique opportunity to photograph from TPA's airfield.

A whole new perspective on planespotting

Tampa International Airport wows a small group of planespotters with a unique airfield tour.

With a Cannon T3i in her hand and a grin spanning cheek to cheek, Kelsey Jackson crouches near Taxiway J to capture Spirit Airlines' bright yellow livery as it roars into the clouds. The Ruskin resident credits her favorite airline, Spirit, for the success of her long-term relationship, which turned into a marriage.

"I owe Spirit a lot," she said.

Kelsey, 28, was one of the 18 planespotters who gathered on July 21 for an exclusive airfield tour – Tampa International Airport's first ever planespotter tour.

The tour consisted of plenty of photography opportunities at both ends of TPA's runways, allowing for planespotters to capture both departures and arrivals of some of their favorite aircraft. The spotters were even escorted into the movement area to shoot some close-ups while experiencing the smell of burnt rubber from the arriving planes.

The planespotters were selected based on photos they submitted to the Airport via

social media. In order to be considered for the event, spotters had to submit three of their best photos from TPA. Once chosen, they were asked to answer questions including their age, where they are from and something special about themselves.

Following the tour, the spotters gathered in the Airport Gallery where they were pleasantly surprised to see their photos framed and hung in our newest display, the Planespotter Exhibit.

"Ending that spectacular tour, and seeing this gallery with all of our images framed and displayed like that. OK, I'll admit it. I got a lump in my throat," said Michael Oster, one of TPA's most active planespotters.

The exhibit will be up in the gallery area near the Airport Marriott until January 2019.

As for the next planespotter tour, TPA's communications team plans to continue sharing future opportunities on our Facebook group, The Plane Spot – a platform that has grown to more than 600 members in roughly one month. ■

IN THIS ISSUE



Summer intern success

TPA hosted 7 high school interns from Pasco and Hillsborough counties



Setting the FAC bar high

TPA hosts a record-setting FAC conference this past July.



Meet Frankie Jamison

Airline station manager.
Former professional linebacker.
Accomplished solo saxophonist.



TPA BY THE NUMBERS



21,692,480

That's the number of passengers TPA is projecting it will handle in Fiscal Year 2019. That's a 3.3 percent increase over FY18's full year projections. And an all-time record!

ACI names TPA to prestigious Roll of Excellence



TPA joined an elite group of airports on June 16 when it was inducted into the 2018 ACI Director General's Roll of Excellence.

The service quality honor was bestowed to only seven airports this year, including one in Moscow and three in China.

On June 16, Airports Council International World, a global aviation trade association representing the world's airport authorities, named Tampa International Airport as the only North American airport inducted into the 2018 ACI Director General's Roll of Excellence.

The honor, which was announced on June 16, recognizes those airports which have consistently delivered excellence in customer service according to passengers' opinions.

"While TPA is named among the top airports by various publications and associations each year, this particular recognition is special," TPA CEO Joe Lopano said. "It truly represents the voice of our passengers, as it reflects the cumulative results of the annual ACI Airport Service Quality (ASQ) survey, the only worldwide service quality

measurement and benchmarking service that questions passengers while they are at the airport. As you know, we take these survey results very seriously, particularly during our heavy Master Plan construction phases, and we respond swiftly to any concerns in our ratings."

The other six inductees in the ACI Director General's Roll of Excellence this year are: Queen Alia International Airport in Amman, Jordan; Haikou Meilan International Airport in Hainan, China; Sanya Phoenix International Airport in Sanya, China; Chongqing Jiangbei International Airport in Chongqing, China; Narita International Airport in Narita, Japan; and Sheremetyevo International Airport in Moscow, Russia.

TPA is one of only 48 airports in the world to make the Roll of Excellence since it was established in 2011. The formal induction will take place at the ACI Customer Excellence Global Summit in Halifax, Nova Scotia on Sept. 12. ■



TPA passed its annual FAA Part 139 inspection with no major discrepancies. The inspectors praised the Airport, including TPA's ARFF team.

TPA passes safety inspection

In late July, Tampa International Airport marked a major milestone when it completed its annual FAA Part 139 inspection with no major discrepancies. As the Operations, ARFF and Maintenance teams can attest, this was by far the most rigorous inspection TPA has undergone in many years. Typically, the FAA sends two inspectors to conduct the annual inspection. This year, the FAA sent four.

Inspectors described the team members that worked with them as "knowledgeable and professional." They praised the staff's very robust self-inspection program, impeccable record keeping and an effective Wildlife Management Program. They also complimented TPA's paved areas and described the airfield marking, signage and lighting as being in excellent condition. ■

TPA and HART launch first daily intercounty route



The 275 Limited Express will pick up passengers in Pasco County and make stops in key areas of Tampa before dropping off at TPA.

Tampa International Airport, local lawmakers and transit enthusiasts gathered on July 13 to celebrate another milestone in regional connectivity: the Hillsborough Area Regional Transit Authority's first seven-day-a-week intercounty service to downtown Tampa and TPA.

HART's Route 275 Limited Express, which started in early July, takes customers from the Wiregrass Park-n-Ride in Wesley Chapel to the TPA Rental Car Center's SkyConnect station curbside, with stops in New Tampa, the university area and downtown. Customers can travel from the University Area Transit Center near the University of South Florida to downtown in only 20 minutes and from downtown's Marion Transit Center to TPA in 22 minutes.

"This additional service is a perfect example of making

sure we put the needs of residents first," said HART Interim CEO Jeff Seward.

The 275LX service is one of two major mass transit announcements celebrated at TPA in recent months. In June, Pinellas Suncoast Transit Authority launched the area's first bus service from Pinellas County to the Airport.

"The Airport continues to grow, with a record number of passengers expected this year and more than 10,000 people working on the airport campus," TPA CEO Joe Lopano said at the July 13 ribbon cutting for HART. "Easy access for employees and travelers from throughout the entire region is essential for us to accomplish our mission as an economic engine for the Tampa Bay area."

Florida State Senator Dana D. Young, Florida Department of Transportation District Seven Secretary David Gwynn, Hillsborough County Board of Commissioners and HART Board of Directors member Sandra Murman, HART Chief Potential Officer Mark Sharpe, Pasco County Commissioner Mike Moore and SSP Director of Operations David Janacek were among the speakers who helped commemorate the milestone.

"If I lived in Wesley Chapel, Tampa Palms or Hunter's Green and had a park-n-ride where I can park my car, get on a bus with free Wi-Fi for \$4 or \$5 bucks, come to the Airport and check my bags – who wouldn't do that?" said Sen. Young.

The Route 275LX is funded by FDOT as a part of the Urban Corridor Project. ■

Internship program thrives with 7 new students



In its third year, the internship program provides the teens with hands-on experience and the opportunity to learn from employees working in various departments.

Coming from high schools in Hillsborough and Pasco counties, 7 students spent six weeks of their summer

at Tampa International Airport to learn about airport careers and the wide world of aviation. The Airport Management and Internship Program, a partnership among TPA, local high schools and the Tampa Bay Regional Aeronautics Academy, is in its third year thanks to grant funding and focuses on STEM (Science, Technology, Engineering, Mathematics) learning both in the classroom and out in the field.

The program gives the students a close-up glimpse of various types of airport jobs including those in Operations, Human Resources, Marketing, Concessions, TSA Operations, Communications, and Public Safety and Security. They also get to spend time in the Air Traffic Control tower and assist in security checks and active shooter exercises.

The internship ended Aug. 2, hopefully leaving the students with a new appreciation for aviation and ideas about future careers. ■

TPA goes all out for Florida Airports Council

Tampa International Airport and St. Petersburg/Clearwater International Airport co-hosted the largest FAC conference in history.



Hosting the largest Florida Airports Council Conference & Exposition in the organization's 49-year history with more than 770 attendees, Tampa International Airport did not disappoint. Along with co-host airport St. Pete-Clearwater International, TPA created a spectacular four-day event from July 15 through July 18, creating dozens of sessions and activities spanning a wide variety of topics and interests. Along with interesting panel discussions at the Tampa Marriott Waterside Hotel & Marina about everything from the state of the industry to automated vehicles to security issues, this year's FAC Conference also featured a variety of family activities, including an evening at the Florida Aquarium, trivia and rock-painting for kids, a networking reception at the Italian Club and fishing and golf tournaments.

TPA employees and other volunteers, in conjunction with the United Way Suncoast, invited guests to help them put together 1,000 bags filled with snacks and inspirational sayings for Campbell Park Elementary School students in FAC's first ever Community Support Challenge.

TPA Director of Operations Lloyd Tillmann and Director of Marketing Kari Goetz, who led the FAC Conference brainstorming and planning, said they were thrilled by the turnout of the sessions and events and the hard work everyone put into the events and activities.

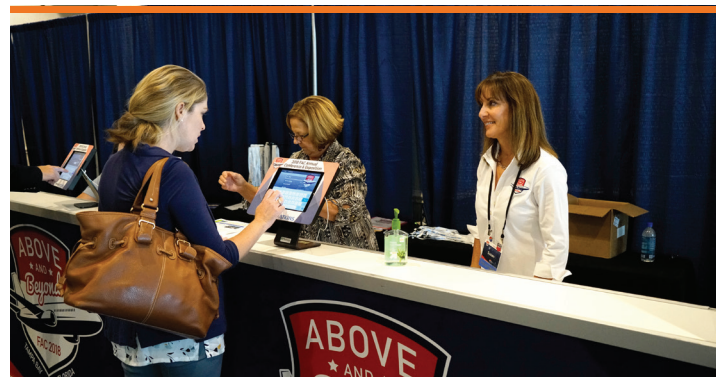
"This was truly a team effort, from all of our committee members who helped plan each aspect of the conference to the many TPA employees who volunteered their time to assist guests and answer questions at the hotel and event venues," Tillmann said. "I think our guests came with high expectations – as evidenced by the record number of attendees – and together, we were able to make this a memorable week for all." ■



More than 770 people attended this year's Florida Airports Council conference - the largest in history.



PIE CEO Tom Jewsbury and TPA CEO Joe Lopano welcome attendees.



Dozens of TPA and PIE volunteers helped make the conference a success.

All concessions now complete and open on Airside C

Hold onto your beer cocktails – Cigar City is now open in Airside C. After an extensive remodel, one of Tampa International Airport's most beloved brewpubs is back and better than ever with a revamped menu, new drinks and, of course, beer brewed right in the restaurant.

Oh, and it has not one, but two bars.

The restaurant's menu features a wide variety of favorites, such as chimichurri steak, the Cigar City burger and ceviche, with an extensive beer and cocktail menu. For the first time, it will also serve breakfast.

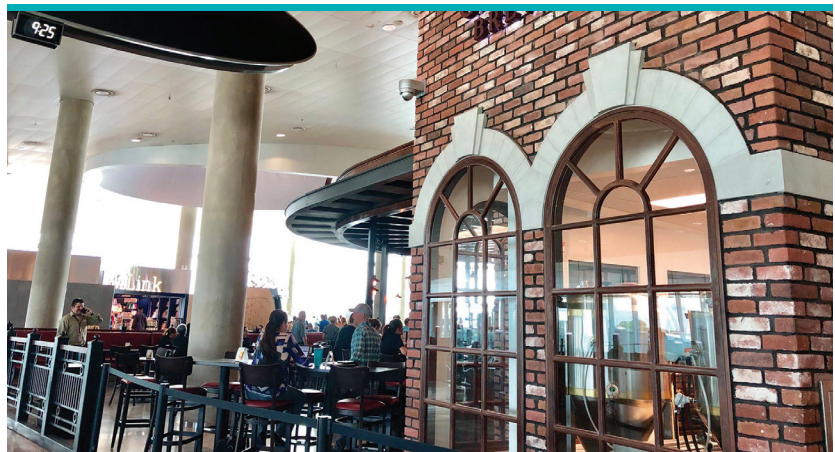
You'll find some of Cigar City's most popular brews (Tony Jannus Pale Ale, Jai Alai IPA and more), wine and a drink menu that offers two beer cocktails – A Florida Sour and a City Hoptail. Yes, beer cocktails.

The Florida sour is a mashup of Maker's Mark, Cigar City's Florida Cracker White Ale, orange marmalade, lemon juice and orange bitters, while the City Hoptail features a combination of Jai Alai IPA and Absolut Citron.

With the opening, all the new shops and restaurants are open on Airside C, bringing the total number of newly opened concessions to 65. ■



Cigar City Brewing is now open on Airside C. All concessions are now open on the airside.



CONCESSIONS CORNER

TPA removes old fuel tanks after Rental Car Center opens

With rental car operations in their new home, crews are in the process of removing five massive 20,000 gallon tanks that formerly stored all the fuel for the old rental car operations.

The tanks were buried underneath the airfield near the A Sort facility.

Construction teams began the excavation in late July and expect the whole project to be complete in November 2018.

Each tank weighs approximately 30,000 pounds and required a 60-ton crane to remove it. After the tanks are removed, an excavator will dig down to 25 feet to make sure any contaminants are removed.

After a month long waiting period, the hole will be filled and the area will reopen for operations. ■



Construction crews remove one of the five 20,000 gallon storage tanks.

FOLLOW OUR PROGRESS



Employee Spotlight: Frankie Jamison

Frankie Jamison loves working in the airline business. The industry gets in your blood, he says. In fact, he already retired once and decided to come back five years ago, taking over as Tampa International Airport's American Airlines Station Manager two years ago.



Frankie Jamison, American Airlines' TPA Station Manager, is a former New Orleans Saints linebacker as well as an accomplished solo saxophonist.

Around Airside F, he's become a familiar smiling face, with his tall, towering figure hard to miss. He enjoys interacting with customers and adores his staff, calling his employees "phenomenal."

"I love people," Jamison said.

What some don't know is that Jamison is a former New Orleans Saints linebacker who is now an accomplished solo saxophonist, playing for audiences all over the world. He's touring in Turkey in October, and he performs so often in Peru, he sponsors an orphanage there that he visits regularly.

Even with his many talents and interests, Jamison has enjoyed a long career in aviation, working at nearly a dozen airports around the country, including Jackson, Miss., Allentown, Penn., Cleveland, Detroit, Nashville, and West Palm Beach. He worked through the Northwest-Delta merger transition before retiring in 2012, then came back to U.S. Airways which merged with American in 2013.

Jamison was born and raised in Shreveport, La., where he began playing saxophone at age 13. In college he played football for Louisiana Tech University while majoring in petroleum engineering with a minor in music. After

college, he played with the Saints for a year and half before an injury forced him to stop, and suddenly he was looking for a new career. At the time, the petroleum industry was on shaky ground, so that was out.

"This airport is amazing. I love my staff here ... This is where I want to spend the remaining years of my airline career."

He had also met his wife Beverly and was ready to settle down and have a family, so a football comeback career was seeming less likely.

One day Jamison went to go pick up his great aunt from the Shreveport airport and was pushing her wheelchair through the terminal when he was stopped by an airline manager who recognized him from his football fame. Why don't you come work for the airlines, the manager asked. Soon, Jamison found himself working at the Shreveport airport, but was eager to leave Louisiana because being recognized by football fans was awkward. He moved to the Jackson, Miss., airport, one of many moves he and his wife and two sons, Christopher and Nicholas, would make over the next nearly 30 years.

Jamison doesn't plan any more moves after Tampa.

"I definitely landed in the right place," Jamison said. "This airport is amazing. I love my staff here. I've moved enough. This is where I want to spend the remaining years of my airline career."

In the spare time he has in between running TPA's American Airlines operations and playing sax gigs in places like Japan, the Netherlands and France, Jamison loves fishing. He and his wife and younger son, who is also a musician, live near the water in Spring Hill, and he recently bought himself a boat this past Father's Day.

"It's a great way to get away from it all," Jamison said. Even someone who loves people and entertaining needs an escape once in a while. ■

TPA in the World



Citing outstanding outreach efforts and high woman- and minority-owned business participation in concessions and construction, the Federal Aviation Authority presented Tampa International Airport with the 2018 Civil Rights Advocate and Partner Disadvantaged Business Enterprise Award. Elita McMillon, TPA Director of Ethics, Diversity and Administration, accepted the award on July 18 at the 2018 FAA National Civil Rights Training Conference in Arlington, Va.



Director of Marketing Kari Goetz (left) and Director of Research and Air Service Development Kenneth Strickland (right) met with 12 carriers at the ACI JumpStart air service conference in Cleveland in early June.



VP of Human Resources and Administration Dominic Macrone, EVP of Facilities and Administration Al Illustrato, Director of Government Affairs Gina Evans and CEO Joe Lopano visited Hillsborough Community College's Workforce Training Center on May 31.



Executive Vice President of Marketing Chris Minner, Director of General Aviation Brett Fay and Senior Marketing Manager Danny Cooper represent TPA's GA airports at the 2018 EAA AirVenture fly-in in Oshkosh, Wisc.

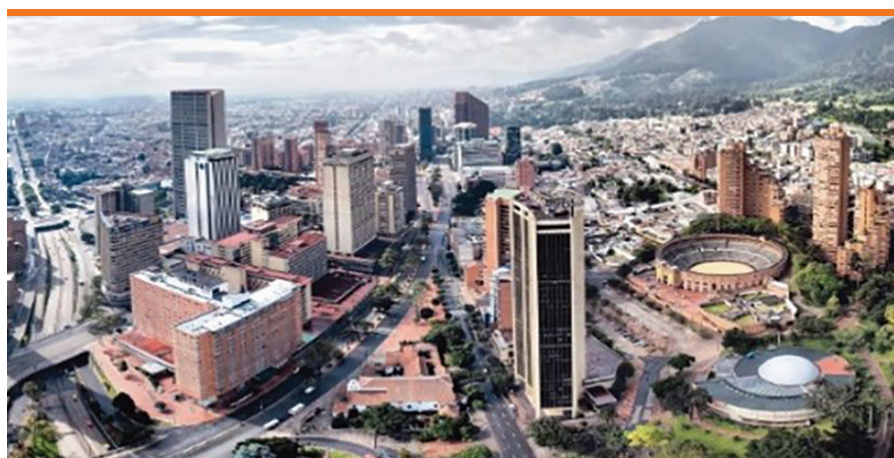
In the News



TPA has some of the most secure wi-fi out there, ranking among the top 10 best airports. Photo courtesy of Getty Images via the Tampa Bay Times.

From Tampa Bay Times, July 20:

Tampa International Airport was recently named as one of the top 10 airports with the most secure public wi-fi systems. The ranking was announced by data security firm Coronet, after the company collected data for five months from more than 250,000 devices. ■



From the Tampa Bay Business Journal, June 7:

Tampa International Airport has identified Bogotá, Columbia as one of its target markets for air service. Read more in the Tampa Bay Business Journal about the process to bring new air service to the market and the importance of Columbia to the Tampa Bay area.

Bogota is one of TPA's top six targets for new international service. ■

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WHAT THEY'RE SAYING...

ON TWITTER



After flying to many cities this week - got to say I'm glad I'm from Tampa and glad we have one of the best airports @FlyTPA - @MissRoshni, July 29

@Dulles_Airport you need more than 1 or 2 charging stations at each gate (United gates); see @FlyTPA as a great example of an airport helping their flying customers @bricktrimble, July 29

Finishing 11 days on the road. Been thru DCA, CLT, TPA, ATL, CMH, HOU & IAH. @FlyTPA is hands down the best airport of the bunch. Thanks @BobBuckhorn - well done.

- @vincefrillici, July 28

ON FACEBOOK



As a flight attendant I am in and out of the airport. I love stopping by Ducky's, they always remember me and make me feel like I'm coming to see friends! Today Jessica & Lauren are here!! Love these two. GREAT customer service :))) - Theresa Gayle Hill, July 20

As strange as it sounds, one of the places I'll miss the most now that I've moved from St Pete is TPA. (Even I find it hard to believe I'll miss an Airport! LOL) This has to be the best airport I've ever used. It was so easy to navigate, clean, tons of charging stations and a fun airport to shop and eat at. Thanks TPA!

- Lorel Lei, July 12

VIA EMAIL



I flew to NC on June 29 for the first time alone. I was scared to death as to where I needed to go. A lady working for TIA saw me and offered to help me. She went all the way from entering the terminal to the gate I needed to be. She deserves to be recognized for her kindness and understanding. Her name is Diana Gabriel.

- Paula Pritt, July 28



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



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