

## Copa Airlines announces daily service



Copa Airlines will expand to daily service beginning July 17, 2018, making good on a commitment Copa CEO Pedro Heilbron made to Tampa International Airport back in 2013.

**F**our years after becoming the first airline to offer nonstop service between Tampa Bay and Panama City, Copa Airlines announced Nov. 13 it will increase service to daily flights beginning this upcoming summer.

The expanded service, which is set to begin on July 17, 2018, provides a better and more frequent connection to Central and South America, and continues to build on a route that has already served thousands of passengers since launching in December 2013.

The increase from four days a week to daily service is especially welcome news to the Tampa Bay business community, providing newfound flexibility to business travelers.

"When Copa launched in 2013, Copa CEO Pedro Heilbron made us the promise that together we would build this route to daily service," said Executive Vice President of Marketing Chris Minner. "Our teams have worked tirelessly to make that happen. We are thrilled about the increased service and what it means for Florida's west coast residents."

"Copa Airlines' base in the Hub of the Americas in Panama continues to offer more international destinations in Latin

America than any other hub in the region," said Heilbron. "Our increase in daily flights helps us not only reinforce our commitment to our passengers' comfort and convenience, but also better serve both our community of business travelers and leisure travelers in the Tampa Bay area."

The new Copa flight, CM 394, departs TPA daily at 2:05 p.m., arriving at Copa's Hub of the Americas in Tocumen International Airport in Panama at 5:34 p.m. Passengers can make convenient connections to destinations such as Guayaquil and Quito in Ecuador, Bogota and Medellin in Colombia, San Jose, Costa Rica, Lima, Peru, among many other major cities in Latin America. The return flight, CM393, departs PTY at 9:20 a.m., arriving in TPA at 12:42 p.m.

Tampa International Airport's partners at the Greater Tampa Chamber and Visit St. Petersburg Clearwater were integral to supporting this flight over the years.

"We know from past surveys that our business community enthusiastically supports nonstop flights Latin America. A daily connection to Copa's hub in Panama City will make it easier than ever before for Tampa Bay companies to do business in the region," said Bob Rohrlack, President and CEO of the Greater Tampa Chamber of Commerce. ■

### IN THIS ISSUE



#### Give the gift of flight

Hillsborough County has six amazing flight schools.



#### TPA is your holiday hub

Our 2017 holiday gift guide features tons of new options!



#### Employee spotlight

Liz Pontoriero, a sales associate with Paradies, returned to work a week after suffering a stroke.



#### TPA BY THE NUMBERS



### 6.5 percent

TPA's October passenger numbers are up 6.5 percent year-over-year!

## TPA to everywhere: Frontier, Spirit add new routes



Frontier and Spirit have recently added or announced a multitude of new flights to destinations ranging from Las Vegas to New Orleans to Buffalo, NY.

It seems like every week Spirit or Frontier makes another air service announcement out of Tampa International Airport. Since early November, the two airlines have either announced or launched eight new routes. Here's how it breaks down:

- On Nov. 8, Spirit announced new service to Columbus beginning in February 2018. The next day, Nov. 9, they launched new service to New Orleans, Hartford and Pittsburgh.
- On Nov. 10, Frontier, celebrated the start of new nonstop service to Milwaukee, one of 11 new routes the airline is launching out of TPA.
- On Nov. 29, Spirit announced it will launch daily, nonstop service to Los Angeles and Las Vegas beginning in April 2018.
- On Dec. 6, Frontier kicked off nonstop service to Buffalo, NY. ■



FLYING BANANA: An underbelly shot of Spirit's bright yellow livery!

## TPA cuts the ribbon on 5 new shops; opens 4 others



TPA's EVP of Operations and Customer Service, VP of Concessions Laurie Noyes join TPA's concessions partners to cut the ribbon on Tampa Duty Free

Tampa International Airport is over the hump. As of mid-December, TPA's concessions team has opened 50 of the 69 new shops and restaurants planned under the Airport's comprehensive redevelopment project.

The latest to open: Espressamente Illy and Corsa Collections on Airside E and Cigar City Taproom and Tech on the Go on Airside F.

The new openings follow the latest ribbon cutting on Nov. 13, which celebrated five new shops on three airsides. The new storefronts include a new Stellar Bay News + Market, Ron Jon Surf Shop and InMotion Entertainment on Airside A, as well as a Tech on the Go on Airside C and a Tampa Duty Free on Airside E. ■



# Give a loved one the gift of flight this holiday season

Introductory discovery flights make a great gift for the aviation enthusiast in your life.

Dave Presnell, like so many others, was bitten by the aviation bug at a young age.

As a kid, Dave and his sisters got the coveted – at least for him – job of selling hot dogs and Cokes out of a wagon at the annual Sun n' Fun Fly-In Expo in Lakeland.

Walking the flight lines, he remembers the awestruck feeling of being surrounded by pilots and planes. When he finally got an opportunity to sit in the cockpit of a World War II fighter, he was hooked.

"I loved it," he said. "I wanted to fly."

Now Dave shares his passion for flight with others as a Certified Flight Instructor at Atlas Aviation.

Atlas, based out of Peter O. Knight Airport on Davis Islands, is one of six different flight schools located at Hillsborough County's three general aviation airports. The schools offer a range of different options that make excellent holiday gifts for the aviation enthusiast in your life, ranging from low-priced, zero-commitment discovery flights to full-fledged flight training.

Atlas offers a \$99 discovery flight that includes an introductory flight lesson as well as a preflight lesson where prospective pilots learn about different parts of the airplane, how they work and how to do a safety check list. The best part, though? You actually get to fly the plane. On your first flight.

"It's a way for them to experience what it's like to fly in a



*Atlas Aviation Certified Flight Instructor Jordan Sims (right) explains different elements of a plane's cockpit instrument panel as part of a pre-flight lesson.*

small plane," Dave said. "Most of the people who come out here haven't. They've always wanted to, they just never have."

Superior Aviation Gateway, based out of Tampa Executive Airport in Tampa, also offers no-commitment flights for \$59. The flights are 45 minutes on the ground and 45 minutes in the air, said co-owner Michele Rash. On the ground, she said, you'll learn how to read and interpret the flight instruments and how the controls work. You'll sit in the pilot seat and, with supervision, taxi and take off.

"It's amazing," Michele said. "Most people can't believe it. They can't believe that they can just come out to the airport and in 45 minutes of pilot instruction, they're flying." ■

## LOCAL FLIGHT SCHOOLS

*Tampa International has three General Aviation Airports and six flight schools in Hillsborough County. Check them out!*

### **Plant City Airport:**

Plant City Airport Services - (813) 752-4710

Website: [www.plantcityairportservices.com/learn-to-fly](http://www.plantcityairportservices.com/learn-to-fly)

### **Tampa Executive Airport:**

Global Pilot Academy - (813) 600-4052

Website: [www.gpapilot.com/](http://www.gpapilot.com/)

Superior Aviation Gateway - 813-622-UFLY

Website: [superioraviationgateway.com/](http://superioraviationgateway.com/)

### **Peter O. Knight Airport:**

Atlas Aviation Flight School - (813) 251-1752

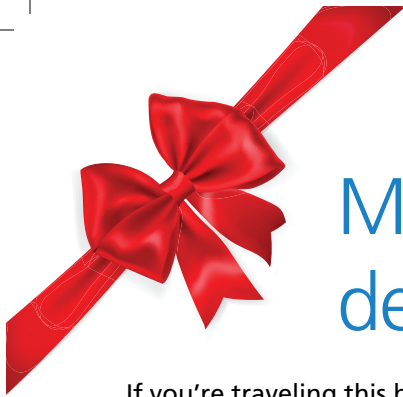
Website: [atlasaviationinc.com/flight-department](http://atlasaviationinc.com/flight-department)

Vantage Helicopter Flight School - 44 7768 286366

Website: [www.vantageaviation.co.uk/](http://www.vantageaviation.co.uk/)

ICON A-5 Flight School - (707) 564-4100

Website: [www.iconaircraft.com/flight-center#locations](http://www.iconaircraft.com/flight-center#locations)



# Make TPA your final holiday gift destination!

If you're traveling this holiday season and need a great gift, then check out the shops at Tampa International Airport.

From chocolates to coffee and candles to carafes, there is something for everyone on your list. Heading right to that holiday gathering from the Airport? Be sure to pick up some locally-baked pastries available on all Airsides at

locations such as illy on Airside F and Newslink on Airside C. Or pick up a fresh loaf of soda bread from Four Green Fields on Airside E.

From Dec. 15 to Dec. 18, HCAA employees and Airport tenants can take advantage of some great employee discounts - ranging from 20 to 25 percent at many stores throughout the Main Terminal and Airsides. ■



**SWEETS FOR YOUR SWEETIE:** Milk chocolate or chocolate with fruits and nuts? There is a chocolate treat for your sweetie made right here in Tampa Bay. **Toffee to Go (pictured)** - Newslink (MT/C); Air Essentials (E); Stellar Bay (A); **Sweet Diva Chocolates** - Newslink (MT/C); **Pinellas Chocolates** - Newslink (MT/C); Air Essentials (E).



**GRAB SOME JOE TO GO:** Give the coffee-lover on your list a taste of something new, such as a 1 lb. bag of one of TPA's unique blends. **Bay Coffee & Tea Company** - Bay Coffee & Tea (A); **Buddy Brew (pictured)** - The Eatery (F); **Café Con Leche** - Café Con Leche (C) **Kahwa Coffee** - NewsLink (C); Air Essentials (E).



**BE THE BEST GUEST:** Arrive at your next holiday gathering with one of these ready-to-eat treats. **Petite Piquant Bakery (pictured)** - NewsLink (MT/C); Air Essentials (E); **La Segunda Central Bakery** - NewsLink (MT/C); Air Essentials (E); **Irish Soda Bread (pictured)** - Four Green Fields (E); **Le'Ann's Cheesecakes 'N More** - NewsLink (MT/C); Air Essentials (E).



**'TIS THE SEASON-ING:** Pick up a little taste of Tampa Bay and share the local flavor with the chef on your gift list. **Florida Pure Sea Salt** - CNBC (A); News Channel 8 (C); Tampa Bay Times (E); **Pelican Bay mixes** - CNBC (A); News Channel 8 (C); Tampa Bay Times (E); **Spice Lab (pictured)** - NewsLink (MT/C); Air Essentials (E).





**MADE IN TAMPA:** Show her she's truly special with unique gifts for her, made in Tampa Bay. **Seashell Gems** - NewsLink (MT/C); **Air Essential** (E); **Humidorable by Susan cigar handbags** (pictured) - NewsLink (MT).



**GIFTS THAT ROCK:** Give that rocker or merchandise collector on your list, the Hard Rock gear that's only available at TPA, including pins, shirts and glassware. **Hard Rock Cafe** (MT).



**SURF'S UP:** It doesn't have to be summertime to enjoy a taste of beach life. Grab shirts for everyone on your list with the Ron Jon Surf Shop, Tampa Bay edition. **Ron Jon Surf Shop** (A).



**FORGET THE SHAKER:** The perfect gift for the tequila aficionado in your life: Shot glasses made entirely out of salt. Locally produced by Spice Labs. Bottoms up! **Newslink** (MT)



**A SCENTS-IBLE GIFT:** This local treat is a feast for your nose. Enjoy a selection of candles featuring unique scent combinations (minted grapefruit!) made locally by Seventh Avenue Apothecary. **Newslink** (MT/C); **Air Essentials** (E); **Stellar Bay** (A).



**FOR THE ASPIRING CHEF:** Give the aspiring chef the gift of culinary tradition, with sauces, spices and giftware from the Columbia Restaurant. **Columbia Restaurant** (E); **Stellar Bay** (A).





## Employee Spotlight: Liz Pontoriero

As the retail concessionaire company Paradies Lagardère has added several new retail and news convenience stores at Tampa International Airport, sales associate and trainer/team lead Liz Pontoriero has been an invaluable part of the Paradies TPA family. Her supervisors and team members have noted her eagerness to jump in and help during the Airport's busiest times, her friendly demeanor and her determination to make the best of any situation.

These and other strong business traits earned her one of the highest honors in the entire company as she was recently named a Paradies Associate of the Year.

"Liz is a hard worker and always tries to create a positive ambiance, and her attitude is incredibly inspiring," Paradies General Manager Jim Mackey noted in Liz's nomination. "She epitomizes all the right things in our company, and she is also a deserving candidate for the Associate of the Year Award."

For Liz, the work ethic comes naturally. She thrives on the hustle and bustle of the Airport and loves staying busy.

"I'm a person who can't stand still," Liz said. "This is right up my alley."

Born and raised in New Jersey, Liz actually got her start in retail when she was 16 and worked at a 5-7-9 clothing store, a job she loved. From there, she worked in a supermarket before taking time off as a stay-at-home mom of her two children.

When the children got older, Liz went on to run a family-owned fine wine shop. She moved to the Tampa Bay area in 2002 and eventually became the general manager of three bars and four liquor stores.

About two years ago, Liz was watching the news and saw a report of a job fair happening at TPA.

"I thought what the heck, why not," Liz said. "It sounded interesting."

She went to the fair and soon became one of the original 13 associates hired as the opening crew at TPA. Liz primarily works at the NewsChannel 8 store at Airside C but spends time training new associates at all of the Paradies shops throughout the Airport.

*"I'm a person who can't stand still. This is right up my alley."*



*Liz Pontoriero is a sales associate and trainer/team lead with Paradies.*

Her dedication to her job has never wavered, even earlier this year when she had a setback that would prompt most people to look for a less physically demanding job.

This past summer, Liz got home from work late at night and, while feeding her dog and closing her fridge, she saw a flash of light and suddenly couldn't see out of her right eye. Exhausted, she went to bed, hoping to wake up to clear sight again.

When she woke up still half-blind, she went to an eye doctor who immediately sent her to a specialist. Liz discovered she had suffered a stroke.

A week later, she was back at work.

"I figured I could sit there and feel sorry for myself or I could move on," Liz said. "This is what the good Lord gave me and it was up to me to adapt to it. I feel very fortunate. It could have been worse."

Liz loves her team at TPA and enjoys meeting new passengers and people, as well as helping new associates adjust to the world of airport retail.

"You just try to make it fun for everyone," Liz said. "It's a strong team. Everybody knows what has to happen and they just do it. It makes my job a lot easier."

When Liz isn't working, she loves reading "anything but Stephen King." She dotes on her pet Cairn Terrier and enjoys spending time with her two adult children as well as her two young grandchildren, ages 2 and 5.

Liz says she looks forward to a long career at TPA as Paradies continues to grow along with it. ■



# TPA in the World



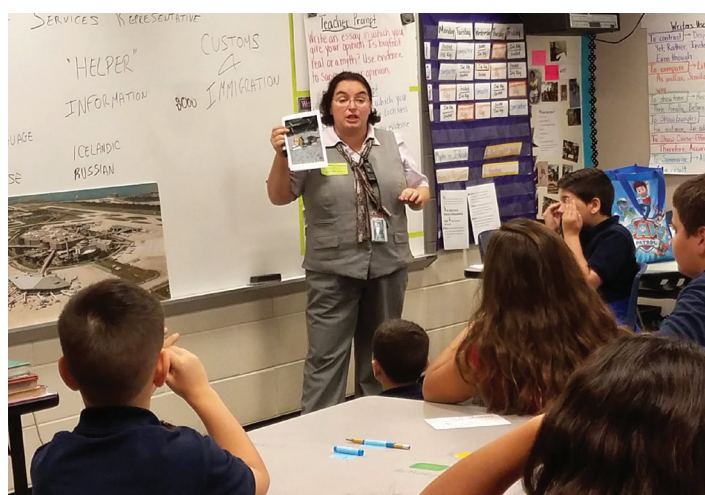
Members of the TPA operations team (left to right) Travis Leemreis, Stacey Skeet, Nevada Smith, Mike Hushek, Mike Patty, Brian Washburn and Shannon Boos observes the triennial exercise at Orlando International.



Brett Fay, Senior Manager of General Aviation, speaks to students for Green Apple Day of Service at Cork Elementary School.



Nevada Smith, Airport Operations Manager, reviews compound interest, saving money for a math class in Lithia for the Great American Teach-In.



Guest Services Representative Betty Farkas-Hart spoke to third graders and pre-K-ESL students at Woodbridge Elementary School for the Teach-In.



Ilana Goldenberg, Air Service Development Marketing Intern, attended Hillel Academy for the Great American Teach-In.



Police Officer Christina Penella speaks at Leto High School for the Great American Teach-In.



## In the News



Tampa International Airport volunteers highlighted as "What's right with Tampa Bay."

From Fox 13, Dec. 5

Tampa International Airport's Volunteer Ambassadors have been in existence since the summer of 2012, helping travelers get where they need to go both inside the Airport and locations around Tampa Bay. They were recently featured on Fox 13's spotlight show "What's right with Tampa Bay". ■



Tampa International Airport volunteers highlighted as "What's right with Tampa Bay."

From News Channel 8, Nov. 30

TPA recently allowed some local reporters a sneak peak behind the scenes on the airport expansion project that included a few of the new concessions offerings and some of the most highly-anticipated parts of the project including the rental car center and Skyconnect train. ■

### E-NEWSLETTER SIGN-UP

Want a digital version of the Airport newsletter? Go to TampaAirport.com and click on "Airport Newsletter" located in the popular links section. The electronic version is published twice monthly. Have a story idea? Send it to enipps@TampaAirport.com.



## WHAT THEY'RE SAYING...

### ON TWITTER



*I continue to be impressed at the growth, service and quality that occurs @FlyTPA - I love that it's our airport!*

- Rob Cerjan @RCUSA86, Nov. 30

*Seven minutes to get through security at @FlyTPA (plus the most adorable screening pup you ever did see).*

- Amy Moczynski @amymoczynski, Nov. 30

*@FlyTPA 1st time in Tampa International heading back to Chicago! Gotta say Great Airport! Terrific bartenders @ Gaspatilla Bar. Clean washrooms & really nice employees! Well done TPA*

- Janet @jmaher620, Nov. 30

*I've literally been to 5 airports this week and I am always so thankful to come back to @FlyTPA because they are the most organized and efficient.*

- Becca Keyes @BeccaKeyes, Nov. 28

### ON FACEBOOK



*Used to have our District Meetings there in February every year, and I would get there 3 days early and spend the time visiting friends in Clearwater and Siesta Key. Everything from rental cars to great location and easy in and out even when going home when blizzards are pending in Philly.*

- Joe Casper, Nov. 17

### VIA EMAIL



*This was the fastest and most pleasant TSA checkpoint (Airsides A) I have ever experienced. There were plenty of agents to point the way, and they were friendly, smiling, easy to identify and helpful. There was a canine handler who was patient and kind. There was no waiting as there were several lines open and I was directed to the fastest one.*

- Megan Ellis, Nov. 27



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



"Tampa International Airport" and "The Spirit of Flight" logomark are registered trademarks of the Hillsborough County Aviation Authority. ©2017 Hillsborough County Aviation Authority. All rights reserved.