

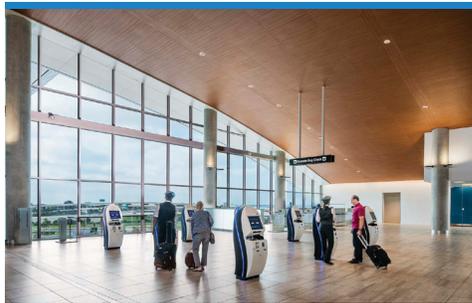
ON THE RADAR



TPA in 2018: New facilities, new routes, new puppies and much more

Tampa International Airport had a memorable and exciting 2018. From record passenger numbers to new air service, here are some of the top stories:

New Rental Car Center, SkyConnect unveiled: On Valentine's Day, TPA finally opened to the public its Rental Car Center and SkyConnect train system.



TPA staff handed out roses and live saxophone jazz music filled the SkyConnect station atrium.

Cargo operations are up big: With the addition of UPS and Amazon operations in recent years, cargo was a huge success story in 2018. In October, the Aviation Authority Board moved to hire a firm to design and build a big expansion of cargo facilities on 70 acres east of the Main Terminal.

Norwegian launches new nonstop service to London: Norwegian launched its twice-weekly service on Oct. 31, the first time TPA has had two airlines serving the same European city.

Frontier moves to Airside E: Frontier's addition of six flights in 2018, following 11 new flights in 2017, prompted the airline's move from Airside C to the roomier Airside E.

TPA sees record passenger numbers: In FY2018, TPA logged a record 21,013,788 passengers — a 9.3 percent increase over FY17. It was the Airport's first time surpassing the 20-million mark.

TPA innovates with remote bag check: The Rental Car Center's remote bag check service by Bags Inc. was a 2018 success story by itself, far surpassing expectations in usage, convenience and efficiency for passengers.

Service dog gives birth to eight puppies: When a traveling golden retriever went into labor at an Airside F gate, the unusual



scene instantly made international headlines. ARFF paramedics safely delivered eight puppies.

Delta announces nonstop service to Amsterdam: TPA and Delta officials, along with community partners, gathered for a press conference in August to announce Delta would launch daily flights to Amsterdam in May.

Pinellas County launches new bus service: Pinellas County got its first express bus to the Airport, launching the PSTA route from the Gateway area to the Rental Car Center bus stop in June. Soon after, HART launched service from Pasco County to TPA.

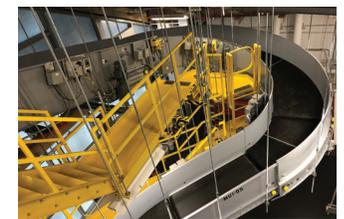
Passengers come to TPA's defense over perceived snub: When the Wall Street Journal left TPA off a list of top airports because it wasn't large enough to make the list, the traveling community cried foul, coming to fierce defense of the beloved institution. ■

IN THIS ISSUE



Vote for Cigar City!

Cigar City Brewing on Airside C is up for a 10Best award. Vote today to show your support.



Remote bag check belt

TPA has installed a conveyor belt for Remote Bag Check.



Master Plan Phase 2 is here

Construction will ramp up in a big way on MP Phase 2 this year.

TPA BY THE NUMBERS



Nineteen

19: That's how many nonstop international destinations will be available from TPA once Delta Air Lines begins service to Amsterdam in May 2019.

TPA contractor Hensel Phelps holds major outreach event



Tampa International Airport is getting ready to break ground on Master Plan Phase 2. In preparation, Hensel Phelps, one of the primary contractors on the expansion, hosted an outreach event for WMBE companies. The event, held on Dec. 4, attracted about 200 individuals.

As the date for turning dirt for the next phase of the Master Plan approaches, Hensel Phelps, the primary contractor for the curbside expansion, Central Utility Plant and SkyCenter site development projects, hosted an outreach event for WMBE companies and other interested subcontractors on Dec. 4 at the Julian B. Lane Tampa River Center.

More than 200 individuals turned up for the event.

The meeting was the second such outreach event for Master Plan Phase 2. TPA hosted a similar event in September.

“Potential partners received a lot of great information and had the opportunity to express their interest and get important questions answered,” said Drew Krizman,

Program Manager for Construction with Hensel Phelps. “We were thrilled at the response to the event, and we hope to continue to build strong ties with the subcontractor community in and around Tampa Bay. There is a lot of eagerness for this project and this is just the beginning.”

Hensel Phelps is planning additional outreach events in the future and all interested parties should visit <https://tiacurbside.henselphelps.com> for more information about future opportunities.

Diversity is an important part of TPA’s mission and one of the critical measures of success for Master Plan Phase 2. So far in Phase 1, TPA has spent more than \$175 million with woman- and minority-owned businesses, far surpassing the initial goal of \$122.8 million. ■



Vote for Cigar City Brewing

Once again, Airside C’s Cigar City Brewing is getting national attention and honors, making its way onto a “best of” list – and we need your help to make it number one!

The bar and eatery, one of the world’s only airport restaurants with an on-site brewing facility, has been nominated in the 2019 10Best Readers’ Choice travel awards for Best Airport Bar and Best Airport Bar / Restaurant Atmosphere.

You can help by voting once a day at 10best.com/awards/travel/. ■

New Remote Bag Check conveyor belt improves service

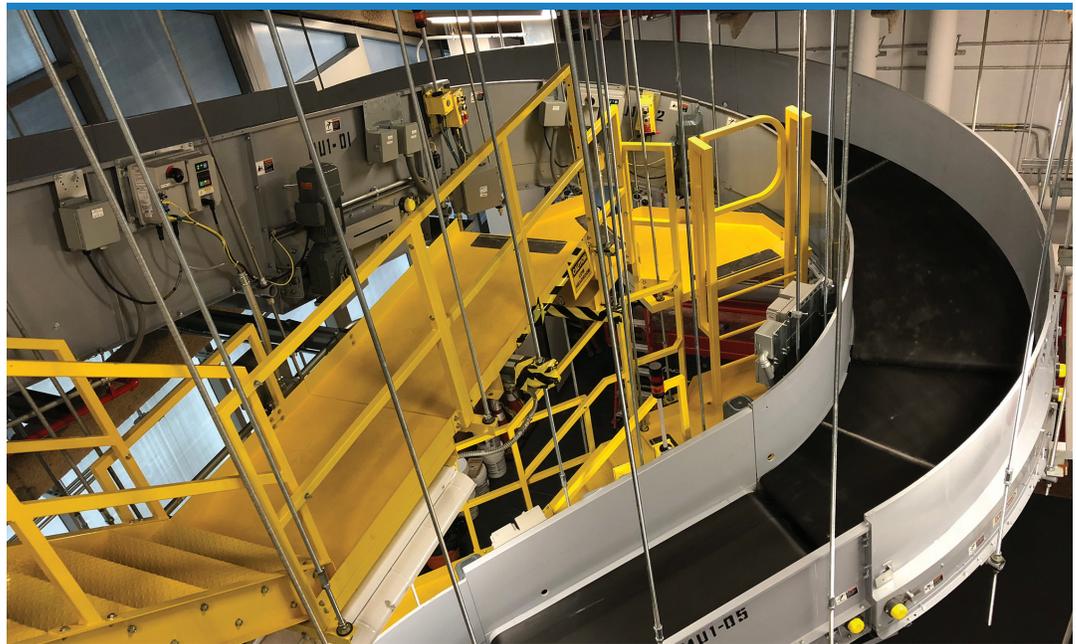
TPA's innovative remote bag system received an upgrade to more easily and seamlessly get bags from the Rental Car Center to their final destination.

Crews recently installed a new automated conveyor system to deliver bags from the bag drop area to the Level 3 bag room for delivery to the Main Terminal.

Previously, employees with Bags, Inc., which operates the system, were required to manually load passenger luggage on carts and take them to the loading dock.

The new system gives customers a seamless transaction that feels exactly like an airline ticket counter. They simply self tag their bags and provide them to the agent at the counter, who then places the luggage on the belt.

The addition couldn't have come at a better time: As of mid-December, United Airlines passengers can now check their luggage using the service.



TPA's automated conveyor system helps deliver bags from the bag drop area of Rental Car Center to the level 3 bag room for delivery to the Main Terminal.

United now joins Southwest, Delta and American Airlines who already use the system. Collectively, they are TPA's four largest airlines and carry 76.3 percent of the Airport's passengers. ■

HUMAN TRAFFICKING IS

modern day slavery.

exploiting a person through force, fraud, or coercion.

sex trafficking, forced labor, and domestic servitude.

happening everywhere, even in the United States, and victims can be U.S. Citizens or of any nationality, age, socioeconomic status, or gender.

any person under the age of 18 involved in a commercial sex act.

January is Human Trafficking Awareness Month. For more information on the Blue Campaign, visit: dhs.gov/blue-campaign.

Tampa Airport recognizes Human Trafficking Awareness Month

As a large transit hub, TPA and its employees are responsible for the safety and security of the 21-million annual passengers that pass through the terminals annually. This includes helping to protect the Tampa Bay community and traveling public from human trafficking.

According to the Department of Homeland Security (DHS), each year millions of men, women, and children are trafficked in countries around the world, including the United States. Human trafficking is a hidden crime as victims rarely come forward to seek help because of language barriers, fear of the traffickers and fear of law enforcement.

January is Human Trafficking Awareness Month and TPA is joining DHS with the Blue Campaign, aimed at raising public awareness about human trafficking and helping airport employees and others spot the indicators of human trafficking and alert law enforcement. ■

TPA treats planespotters to close-up view and airfield tour



Tampa International Airport recently hosted its second-ever planespotting tour. The tour featured about 20 guests, including Airport CEO Joe Lopano.

On a recent Saturday morning, a Delta A321 roared down Tampa International Airport's Main Runway. Gathering speed, the captain gently lifted the aircraft's nose to the sky. The front wheel left the ground and into the air.

At that exact moment, 20 index fingers from nearby photographers punched their shutter-release in hopes of capturing the elusive perfect takeoff image.

On December 8, 20 aviation enthusiasts joined the Communications team, Operations managers and Airport CEO Joe Lopano for an exclusive airfield tour full of landings, takeoffs and closeups of some of their favorite aircraft.

The tour lasted nearly three hours and finished with a reception in the Main Terminal event space where participants shared sandwiches,

drinks and plenty of plane photos.

The tour is one of the prime incentives for being an active part of the Airport's Facebook group – The Plane Spot – a group that is now home to more than 900 members.

The group is a subset of the general Tampa International Airport Facebook page and allows members to share photos and ideas. It also serves as an archive of plane pictures often shared to TPA's other social media platforms, encouraging community engagement.

In the days following the tour, TPA's social media team sorted through the dozens of photos from the event while responding to the many thanks from the spotters. For some it was an exclusive once-in-a-lifetime experience. For others, like one of TPA's newest planespotters, Paul Ahnberg, it was an "excellent adventure." ■



TPA says: Skip the straw!

Tampa International Airport accepted a challenge from The Florida Aquarium to Skip the Straw as part of a grassroots effort to reduce the use of plastic straws and single-use plastics, eliminating some of nine million tons that enter the ocean every year.

TPA, along with its concessionaires, HMSHost, Delaware North and SSP America, invite Airport guests to forego the straw while dining at one of the Airport's many full-service restaurants.

Straws are still available on demand for guests who require them. ■

Tampa International Airport and its concessionaires have teamed up to reduce single-use plastic straws at the Airport's full-service restaurants.

TPA's concessionaires are hiring for 200 new positions



Start a career
with
Tampa Airport Concessions

Employment Fair
Friday, January 11 | 10am – 4pm
Airport Boardroom, Level 3

Various restaurant, spa and retail positions available

Visit us online at:
TampaAirport.com/employment-opportunities
for more information



CONCESSIONS CORNER

Work on Master Plan Phase 2 kicks into high gear in 2019



FOLLOW OUR PROGRESS

Kimmins Contracting will begin demolishing the Red Side Rental Car Garage, pictured here, later this month.

A New Year is here and so is Master Plan Phase 2.

In 2019, Tampa International Airport is slated to begin eight projects related to Phase 2 – the next of a three phase expansion that will ultimately help the Airport serve millions more passengers each year. Get ready – it's going to be busy.

This month, Kimmins Contracting will begin staging heavy equipment for the demolition of the Red Side Rental Car Garage and old Airside D shuttle guideway,

which must be removed to make way for new curbside express lanes and a new shuttle guideway to a future Airside D.

Working back from the airside to Main Terminal, crews will begin by removing sections of the Garage's exit ramp followed by deconstruction of the D guideway. The work is expected to last into the spring and will require some overnight detours so that workers can safely demolish portions of the ramp & guideway that span the George Bean Parkway and the Bessie Coleman Service Road.

Once the guideway is removed, crews will take down some of the exterior panels on the garage, which is slated for demolition this summer.

Aside from the work on the Red Side Rental Car Garage, 2019 should also bring the first signs of construction on seven other Master Plan projects, including an atrium and pedestrian bridge at the SkyCenter development area, the blue side curb expansion, a new Central Utility Plant, the widening of the Parkway and a new Taxiway A. ■



Employee Spotlight: Hossam Kandeel



Delta Station Manager Hossam Kandeel took over the role in November 2018.

For 10 years, Hossam Kandeel enjoyed the easy-going atmosphere and responsibility that came with his job as a Delta ramp agent. Today, as the Station Manager for Delta at Tampa International Airport, Sam tries to dedicate a full day every month or so to working with his team on the tarmac.

“Working on the ramp is in my blood,” Sam said.

Sam has had a passion for aviation for as long as he can

remember, and despite spending years around aircraft, he remains amazed by them and the concept of how they fly.

He graduated in 2012 with a degree in engineering from Normandale Community College just outside of Minneapolis, Minnesota.

While still in school, Sam took a job working on the ramp for Delta at Minneapolis-Saint Paul Airport.

But Sam aspired to do more. His grandfather, who owned several shops selling watches and clocks, was very close to him growing up. Through their time spent together, Sam’s grandfather ingrained in him the principles of hard work, responsibility and leadership. So in 2009, when he had the opportunity work as the station manager for Delta at Boston Logan Airport, Sam said good-bye to ramp life.

In 2011, he left Boston for his home town Airport and worked as the station manager for MSP until 2016, when he was offered an international assignment in Amsterdam

- Delta’s largest international hub in Europe. The move tapped into his love of travel and exploring new places, and he also grew professionally, participating in air service development discussions.

That experience has him particularly excited for one of Delta’s newest international routes – TPA to Amsterdam – which is set to take off in May.

“The world is a global village. This new route is really connecting people to the world,” Sam said.

Sam took over the role as Delta’s station manager in Tampa in November of 2018, lured by the warm climate and a community where his family could make a long-term home. He celebrated 20 years with Delta in December. In his current role, Sam focuses on providing outstanding service to Delta’s customers as well as outstanding service to his employees.

“I really care about everybody – my work family, my own family. And family comes first. You really have to be there for them and that’s what makes a good leader,” Sam said.

When he’s not in his office or on the ramp at TPA, Sam spends his time with his five-year-old son, Adam, and his wife, Dahlia. He describes Adam as the “biggest motivator” in his life and he hopes to be as much of an

“I really care about everybody - my work family, my own family. And family comes first. You really have to be there for them and that’s what makes a good leader.”

inspiration to his son as his grandfather was to him. He enjoys exploring new places with his family and takes direction from Adam on where to go. Recent family outings have included Zoo Tampa and the Florida Aquarium - giving the three a great taste of their new city.

In his rare but treasured alone time, Sam likes to go fishing or enjoy his guilty pleasure – chicken wings. ■



Tampa International Airport Police Department’s Citizen Police Academy celebrated its very first graduating class last month. The police department’s six-session program teaches participants the ins-and-outs of Tampa International Airport’s operations center, patrol operations and much, much more. The course provides attendees access to an obstacle course and other fun activities. Interested in learning more and possibly joining the Academy? Visit: www.tampaairport.com/tiapd-citizen-police-academy



TPA in the World



Tampa International Airport's team attended this year's annual Tampa Chamber luncheon. Attendees included Airport CEO Joe Lopano (center) and (left to right) Executive Vice President of Facilities Al Illustrato, Executive Vice President of Marketing/Communications Chris Minner, Vice President of Communications Janet Scherberger and EVP and General Counsel Michael Stephens.



Just before Christmas, Marketing Manager Kelly Figley and Executive Assistant Carol Marino joined hundreds of other volunteers to lend a hand at the United Way Suncoast Joy of Giving event at Raymond James Stadium.



Officer John Preyer and Barclay attend the Puppies, Parks and Prayers / Fellowship of Christian Athletes event on Dec. 8, 2018 at Tampa Waterworks Park.



Members of the TPA team attend the 2018 Tony Jannus awards banquet to honor recipient Chesley "Sully" Sullenberger, pictured here in the center. Pictured here, left to right: Director of Business Analysis & Reporting Tony Conza, Director of Research/Air Service Development Kenneth Strickland, EVP and General Counsel Michael Stephens, EVP of Finance and Procurement Damian Brooke, Sullenberger, Airport CEO Joe Lopano, Director of Financial Operations Jason Watkins and EVP of Marketing/Comms Chris Minner.



Tampa International Airport Police Department members assisted Tarpon Springs Police Department, Florida Department of Law Enforcement and Pinellas County Sheriff's Office in welcoming the Greek Arch Bishop Of America to the Tampa Bay Area for the annual Epiphany Celebration, in Tarpon Springs on Jan. 6.

In the News



Fans of Tampa International Airport had the Airport's back during a recent survey of best airports.

From the Tampa Bay Business Journal, Dec. 28:

A recent Tampa Bay Business Journal top 10 list of the biggest tourism stories for the year featured Tampa International Airport holding three spots on the list with service announcements to Amsterdam, San Diego and increased service to LA. Read the complete list and more in the TBBJ. ■



From the Tampa Bay Times, Nov. 26:

Airport chaplain Deacon Joe Krzanowski was featured on several local news stations during the busy holiday travel period for his calming presence at TPA. Read more about Deacon Joe in the Tampa Bay Times. ■

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

*@FlyTPA & @TSA @AmericanAir best service ever and we are traveling with a dog and me in a wheelchair. Best ever service at an Airport.
@janicebanther, Dec. 26*

Thanks @FlyTPA for outstanding service yesterday morning. Big shout out to all the TSA workers, @united, and all airport staff. #MerryChristmas #Home4Holidays #BestAirport @joe_lopano @Rogmann, Dec. 25

*Even on #ChristmasEve, @FlyTPA is one of our favorite places to be! Always a pleasure flying through!
@tampahousewives, Dec. 24*

ON FACEBOOK

*Thank you TPA for giving us such an easy airport to travel from over and over.
Craig Bergeron, Jan. 1*

*I picked up a friend and used this for the first time ever - their WiFi is better than mine at home....!! I thought it would be lame, but I watched half a documentary while I waited.... And the board that kept the status of the flights updated was absolutely AWESOME.... I used to hate picking up someone from TIA - no more... Love it!
Hobbes Corbett, Dec. 30*

VIA EMAIL

*I fly a lot and have been in airports all over the world. Your men's rooms are the cleanest I've ever seen. Might seem like a small thing, but, frequent flyers appreciate this attention to detail. Good job!!
Marty Chamberlain, Jan. 2*



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. ©2019 Hillsborough County Aviation Authority. All rights reserved.