

## United launches daily nonstop to SFO



Tampa International Airport welcomes the inaugural flight from San Francisco with a water arch. The United flight arrived around 4:51 p.m. and departed for SFO about an hour later. Both legs of the flight were full.

Tampa International Airport on Feb. 16 celebrated the launch of nonstop daily service between Tampa and San Francisco on United Airlines. The Airport welcomed the arriving plane with a water arch salute, a San Francisco-themed cake and live music highlighting the new destination. United also treated employees and inaugural passengers to hot dogs, hamburgers and brisket on a plane-shaped grill designed to look like a 777.

The connection provides a long-awaited link between the Tampa Bay area and the West Coast's Bay area that has been in high demand among business and leisure travelers for years.

"San Francisco service has long been a top priority for the airport team and our partners," said Tampa International Airport CEO Joe Lopano.

Local resident Mike Stonebraker, who was on the inaugural flight with his wife Carla, says that his job in the tech industry with Keysight Technologies requires traveling over 1.5 million miles annually with United.

He says that the schedule is perfect for his business travel, and he's looking forward to being able to fly nonstop out of his hometown airport.

"This is just fabulous," Stonebraker said. "I'll save a half a day in travel every time."

United will fly a 737-900 with United First, United Economy and Economy Plus seats. The flight leaves San Francisco daily at 8:30 a.m. and arrives in Tampa at 4:51 p.m. It will depart Tampa at 5:50 p.m. and arrive in San Francisco at 8:45 p.m.

"As the leading carrier in San Francisco, this new route will connect customers in Tampa's high-tech community to our premier hub in the Bay Area," said Grant Whitney, Vice President of Domestic Route Network at United Airlines.

Prior to this service launch, roughly 600 people traveled daily between the two regions, making the Tampa to San Francisco Bay Area connection the most underserved route in America. ■

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### TPA BY THE NUMBERS



## \$157.6 million

TPA is projected to spend \$157.6 million with woman- and minority-owned businesses as part of the Airport's historic expansion - up from \$122.8 million first projected.

# Woman, minority-owned businesses win big at TPA



More than 140 woman- and minority-owned businesses are working on TPA's expansion. TPA is expected to spend \$157.6 million with these companies.

When Dan Fernandez Jr. found out his company, McKenzie Contracting, had landed a job working on underground utilities for Tampa International Airport's historic expansion, he was thrilled.

Fernandez saw it as a proving ground for his young Tampa-based firm – a chance to get his name out there and compete for larger jobs in the future. It was everything he hoped.

"The Airport job was, bottom line, critical," he said. "It really put us on the map."

His work at the Airport propelled his company forward. Since he finished, his volume of business has doubled, his staff size has increased and he was able to purchase a new office building. He also recently launched two new divisions, one dedicated to concrete installation and the other to truck hauling.

"The job grew my company – that job made my company," he said.

McKenzie Contracting is one of more than 140 woman- and minority-owned businesses working on the airport's \$1 billion expansion.

With one year remaining, TPA is expected to spend roughly \$157 million with woman- and minority-owned businesses. That's up from the \$122.8 million initially projected. To date, the Airport has already written checks for more than \$91 million.

"Tampa International Airport and its contractors are committed to working with woman- and minority-owned

businesses," said Elita McMillion, TPA's Director of Ethics, Diversity and Administration. "This is an enormous project for the Tampa Bay region and we firmly believe that all businesses – large and small – need to have an opportunity to be a part of it."

McMillion credited the success in recruiting woman- and minority-owned businesses to the extensive outreach efforts taken by the Airport and contractors. The Airport and its largest design builder, Austin Commercial, have hosted numerous outreach events that have drawn hundreds of interested workers and companies.

Fernandez, of McKenzie, credited the role of the Ariel Business Group, which does outreach for Austin Commercial, to "crack the door" and expose him to the opportunities on the job.

"We never would have had access to this project without their help," he said.

They are not alone in seeing benefit from the project. Evelyn Cruz D'Amato, who owns Loyal Waterproofing Construction Inc. in Hernando County, FL, said the Airport job is the largest her company has ever taken, allowing her to hire new staff. She said it will serve as a valuable reference for future jobs.

"It was great to be able to perform on such a major community project," she said. ■



Dan Fernandez Jr. poses on a jobsite. Fernandez has seen a big jump in business since the Airport job.

## Airport CEO honored with Person of Vision award



Joe Lopano, left, received the Person of Vision Award from Kevin Bakewell, CEO of AAA and co-chair of the signature annual event for Preserve Vision Florida.

Preserve Vision Florida honored Tampa International Airport CEO Joe Lopano with the Person of Vision Award at its annual dinner on Feb. 13.

In his remarks, Lopano thanked Preserve Vision for the distinction and the Airport team for their accomplishments and hard work on

the Master Plan expansion, noting that it's creating thousands of jobs and supporting local businesses.

He shared his personal journey in realizing the American dream, telling the crowd of more than 300 community leaders of his humble beginnings in such jobs as shoe shine boy, delivery boy, stock clerk, bartender, mail room

clerk, firefighter and cab driver.

"I learned about hard work. I learned about determination and always trying to be the best at whatever you are doing," he said. "But only in this country can a cab driver become the CEO Of a major U.S. airport."

Lopano expressed gratitude for the Preserve Vision honor and for the Tampa Bay community's willingness to embrace the vision of a greater Tampa airport.

"I ask that we be grateful and thankful as Americans, and we be thankful for the blessings we enjoy every day," he said.

First awarded in 1979, the Person of Vision Award recognizes leaders who have had a profound impact on the region and state. The event is the signature fundraiser for Preserve Vision, which promotes eye health and safety through public awareness campaigns, vision screenings and assistance with medical eye care. Past winners included Tampa International Airport's first executive director, George Bean, as well as Tampa Mayor Bob Buckhorn and Tampa Bay Lightning owner Jeff Vinik. ■

## Tampa Bay now has two more ways to Boston



Get ready to welcome more springtime visitors from Beantown! Last month, Tampa International Airport launched two new nonstop connections to Boston: seasonal service on Spirit Airlines and twice daily flights on Delta Air Lines. The Spirit service launched with a gate party (left photo) the afternoon of Feb. 16 and is expected to be a popular route as a low-cost option. The Delta service was launched the next day with a cake and the live band #NoFilter (right photo), which played covers of well-known songs by Boston-based bands, drawing curious onlookers from other gates.



Tampa International Airport's procurement team poses with the Pareto Award. The award is the highest procurement honor in North America.

## TPA procurement team wins prestigious Pareto award

Airport CEO Joe Lopano came to Tampa International Airport in 2011 and laid out a simple objective for the procurement team: "Build the best procurement department in the universe," Lopano said. They took this challenge literally.

Over the past several years, the Hillsborough County Aviation Authority's procurement team, led by Director Ed Haines, has racked up one procurement award after another, establishing themselves among the best in class. Now they've logged their biggest victory to date.

On Jan. 16, the procurement team earned the prestigious Pareto Award from the National Institute for Government Purchasing – the highest procurement award in North America.

Tampa International Airport's team is one of only three public procurement agencies in North America to currently hold the coveted award, and are the only airport. Since the award was created in 2003, only nine agencies have achieved the recognition.

"The Pareto Award is a testament to the tremendous team we have in procurement here at Tampa International Airport," said Haines. "I am so lucky to be part of an amazing group that greets every challenge with enthusiasm and conviction."

The Pareto Award is based on a rigorous, three-step process of self-assessment, documentation review and third-party evaluation. The team spent more than a year working on the application.

After clearing the self-assessment and document review hurdles, evaluators came out to assess the Airport. The team interviewed dozens of people, including procurement staff, executives, staff who order materials and 10 suppliers.

The evaluators liked what they saw.

"I am extremely impressed by how an organization could transform from a decentralized operation to a centralized operation and far exceed the Pareto requirements in less than five years," said one member of the peer review committee.

"The entire Procurement Team should be proud of the relationships you have built that enables you to be an integral part of each department's day-to-day operations," said another.

The Airport's procurement department has become one of the best in the country while simultaneously tackling some of the biggest procurements in Airport history. In the past two years, the TPA team has managed nearly \$1 billion in contracts for expansion projects and another \$500 million in contracts for concessions, on top of day-to-day procurement activities.

"I couldn't be more proud of the team," said Damian Brooke, VP of Finance and Procurement. "Our Purchasing department has fully bought into our shared vision of making this department and its staff the model for all public procurement organizations nationwide; this award recognizes their commitment to excellence." ■

## ARFF team pulls in coveted 'Arch of Triumph' award

Tampa International Airport's water arch for the inaugural nonstop flight from San Francisco earned the highly coveted "Arch of Triumph" award for the best water arch of the week from industry organization [anna.aero](#).

The water arch was a team effort led by members of the Airport's ARFF team, including Driver Engineer Kerwin Stokes, Firefighter Dale Kelley, Firefighter Orlando Nieves and Captain George Carter. The water arch earned a score of 37.4 out of 40 by the judges and is in first place for the year. Judges at [anna.aero](#) praised the fact that the water jets met over the aircraft fuselage, forming a beautiful arch.

The SFO arch was the second of the week for TPA's firefighters, having also performed a water arch sendoff for a retiring Delta captain who was piloting his final flight after 45 years of flying. ■



Driver Engineer Kerwin Stokes, Firefighter Dale Kelley, Firefighter Orlando Nieves and Captain George Carter pose with the Arch of Triumph Award from [anna.aero](#).

## Friendly competition aims to improve customer service

The time it takes for airline passengers to receive baggage after a flight plays a huge part in satisfaction with the overall travel experience. That's the motivation for a little friendly baggage delivery competition organized by Airport Operations. The reward? Pizza.

The contest compares the times that the airlines deliver the first bag to the belt following an arriving flight. Airlines receive weekly reports to track their progress, and the top domestic and international performers are recognized at monthly meetings with Airport officials. At the end of the quarter, the monthly scores are averaged and the winner in each category gets a pizza party.

In the first quarter of the competition, Delta Air Lines scored a win among domestic carriers with an average first bag delivery time of 11 minutes. International carrier Copa won with a 10-minute average.

"It's been a great program," said Danny Glennon, Manager



Members of the Copa team take a well-deserved pizza break to celebrate their big win. Copa had an average first bag delivery time of 10 minutes.

of Terminal Operations and Security Administration. "The airlines and their employees are excited about the competition, while the Airport is able to track their progress to see if the program is resulting in improved performance." ■



## Employee Spotlight: Kyle Doyle

While studying finance in college, Kyle Doyle figured he'd get a job on Wall Street "making more money than he could ever imagine." Soon after graduation, though, he realized what was actually available to him were not the types of positions where he envisioned spending a career.

He had some friends in the Washington D.C. area who encouraged him to apply with Enterprise Rent-A-Car.

"I never thought I'd be renting cars for a living," Doyle said. "But 13 years later I couldn't be happier with my career choice."

Kyle is now the Group Rental Manager for Tampa International Airport's Enterprise Holdings operations, which include Enterprise Rent a Car, National Car Rental and Alamo Rent A Car. After working in local rental car offices in the D.C. area for several years, he took an opportunity to oversee car rentals at TPA in 2013, just as the Airport was planning to expand and build a new consolidated rental car facility.

"It'll be a different experience for our customers that routinely fly into Tampa but overall it will be a much better customer experience

for everyone," Kyle said. "The rental car companies have all outgrown our footprint here and we're eager to have more parking, more space and easier pick-up, drop-off and exiting for our customers."

Kyle didn't know much about the Tampa area when he moved here. Born and raised in New Jersey, Kyle grew up in a large family of five kids, an electrician father and a homemaker mother. He attended James Madison University in Harrisonburg, Va., choosing the school because his older sister went there and it was near mountains.

During college he worked at a restaurant where he met his now-wife, Monica. The two moved to D.C. when Kyle joined Enterprise and eventually had a baby boy named Cooper, now nearly 4.

When Cooper was only a few months old, Kyle applied for the TPA

Group Rental Manager position, not thinking he'd get it. But he did, much to the surprise of his wife, who would be leaving friends and family behind.

However, once the family moved to the Tampa Bay area, Monica was able to stay at home with Cooper and enjoy the Tampa Bay area weather and beaches. After about a week they all fell in love with the area.



Group Rental Manager Kyle Doyle

Kyle said he has enjoyed growing with TPA over the past few years and being involved in the rental car facility negotiating and planning, which he believes will provide a huge opportunity for Enterprise Holdings to expand its operations, keep cars centrally located and provide an even better experience for customers. He has also enjoyed working with such a hardworking, talented team at Enterprise Holdings in Tampa.

"The Aviation Authority – Laurie Noyes, Al Illustrato, John Tiliacos and Joel Feldman -- have been absolutely incredible to work with regarding the ConRAC," Doyle said. "They view us as a partner rather than just a tenant so when we bring ideas to the table, they listen and it's an open dialogue."

Kyle now lives in Westchase with Monica, Cooper and their English bulldog. The family likes to spend time together on the weekends, still enjoying their favorite Tampa Bay area amenity – the beaches. ■

*"I never thought I'd be renting cars for a living. But 13 years later I couldn't be happier with my career choice."*



Delta Station Manager Jeff Simonin and Airport Vice President of Operations and Customer Service John Tiliacos celebrate the Station of the Year award.

## Delta wins 2016 'Station of the Year' award

Delta Air Line's Tampa team has been named the company's 2016 Station of the Year! The award recognizes their high achievement in safety, customer service operations and financial initiatives.

The Delta team celebrated all day on March 2 with food, cupcakes, giveaways and a photo booth. ■



# TPA in the World



Clockwise from top left: Airport CEO Joe Lopano addresses a group of Boy Scouts at this year's Planes, Trains and Automobiles at the Plant City Airport; TPA's Ilana Goldenberg and Kenneth Strickland toast the launch of nonstop flights to San Francisco with a United representative at this year's Routes Americas in Las Vegas; Airport General Counsel Michael Stephens speaks about issues affecting Tampa Bay at the GrayRobinson Community Leaders Forum in Tampa; AVP Janet Zink speaks at this year's Women in Transportation event.



Catch the Friday Flight and celebrate National Women's History Month with

**FRETLESS ROCK**

all female electric strings trio

March 10  
4:30 p.m. to 6:30 p.m.  
Main Terminal between Airsides A and C  
#FridayFlight






## In the News



Frontier currently has 2.4 percent market share at Tampa International Airport, ranking seventh.

“Expect to see more travelers from Cleveland and Denver in the area starting next month when Frontier Airlines begins flying larger planes into Tampa International Airport. Just in time for spring break, the Denver-based carrier is planning to replace its A320 aircraft with the larger A321s beginning next month. The new planes start the daily route from Denver on March 22 and from Cleveland on March 23. The A320s currently carry 186 passengers while the A321s can handle 230 passengers ... That’s nearly 24 percent more passengers.”

- Fran McMorris, Tampa Bay Business Journal, Jan. 12

## Wings of Freedom at Tampa Exec

The Wings of Freedom Tour wrapped up its visit to Tampa Executive Airport on Feb. 16. The four-day event offered a rare opportunity for individuals to touch a piece of aviation and military history. The display featured WWII-era aircraft including a B-17 Flying Fortress, a B-25 Mitchell and a B-24 Liberator (shown). The exhibit travels around the country thanks to the work of the Collings Foundation, a non-profit organization dedicated to preserving and sharing the ultimate living history experience. ■



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## WHAT THEY’RE SAYING...

### ON TWITTER



@FlyTPA @YogurtologyFL @Square1Burgers love the additions at TIA. You make me wish I was flying out every week!

- SJP @unofficial\_page, March 1

I travel, just a little, and @FlyTPA has the most efficient check in and security processes! Thankful it’s home base! #tpa

- Jamil Price @PricIsRight28, Feb. 26

@FlyTPA I used to fly about 3-4 times/week. For a larger airport, you are hands down the easiest to get in and out of.

- Tim McDonald @tamcdonald, Feb. 24

Thanks @SouthwestAir for another great flight from @FlyTPA to Denver. You put the joy back in flying for me. Y’all are the best.

- Michael Hios @MichaelHios, Feb. 15

### ON FACEBOOK



When flying to or back from E-ONE in Ocala, FL I have two choices - Orlando or Tampa airports. My first choice is always Tampa International. The ease of getting or returning rental cars as well as the ease of getting through security make travelling to or from Tampa a real pleasure. ...The current renovations at the airport are absolutely exciting and will result in a real world class airport.

- Ken Potter, Feb. 27

Tampa International is one of my favorite airports! Friendly staff, easy to navigate, curbside check-in. Keep up the strong work TPA!

- Lisa Renee Johnson, Feb. 26

First time flying into Tampa. The staff was very courteous and I was impressed in how fast I got my luggage. I was in and out. Thumbs up!

- Sharon Davis, Feb. 26



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



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