



Tampa International Airport is getting ready for the busiest spring break in Airport history.

## TPA prepares for record spring break

**T**ampa International Airport expects its busiest spring break on record with an estimated 3.1 million passengers traveling through the airport, a 7.1 percent increase compared to last year's spring break.

TPA's spring break travel period officially began March 2 and runs through April 16.

Forecasts of enplanements target Saturday, March 17, and Sunday, March 18 as peak days when nearly 82,000 travelers pass through the airport. That's approximately 30,000 more passengers than an average, non-peak-season day.

Southwest Airlines, TPA's biggest air

carrier, will add between 13 and 39 daily departures to all of its existing destinations beginning March 8. To handle the increased passenger traffic, TSA is adding two permanent security lines beginning March 2 in Airside C to handle up to an extra 300 passengers per hour.

TPA is also adding extra staff and resources throughout the terminals, SkyConnect stations and Rental Car Center and surrounding roadways to ease congestion and assist guests. This includes adding extra janitorial staff, adding 20 percent more concessions staff, increasing baggage handling staff, increasing police presence and mitigating construction activity to minimize its impact on guests. ■

## NAVIGATE TPA LIKE A PRO WITH THESE TIPS

For a more smooth traveling experience at TPA during spring break season, guests should remember the following tips:

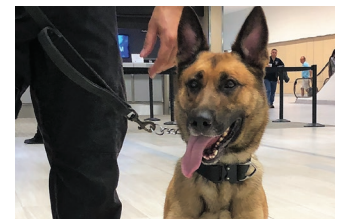
- Arrive at TPA two hours before boarding to ensure plenty of time to get through terminals and screening checkpoints.
- When picking up passengers, use the Cell Phone Waiting lot, which has restrooms and free Wi-Fi.
- Always double check your pockets, briefcases and carry-on bags for weapons, liquids or other items prohibited by the TSA.
- If you use the Rental Car Center or the Economy Parking Garage and arrive 90 minutes before boarding, stop and check your luggage at the Rental Car Center's new remote bag check center, where you can also print your boarding pass.
- Per TSA rules, remove all laptops, tablets or any devices larger than a cell phone from carry-ons or purses for separate screening at the checkpoints.
- Always double-check your flight status before arriving at the airport to confirm the departure time. ■

### IN THIS ISSUE



#### Icelandair expands service

Icelandair recently announced it would double its air service.



#### TPA welcomes K9 Anya

Tampa welcomed a new bomb-sniffing K9 in February.



#### Desk to 5K

Think you can't run a 5K? Think again! Join our first-ever Desk to 5K to help you get ready.



### TPA BY THE NUMBERS



## 3.1 million

That's how many passengers TPA expects to pass through the Airport during this spring break - up 7.1 percent compared to last year. TPA will peak around 82,000 guests per day.

## Icelandair doubles service to Tampa Bay

Icelandair announced Thursday that the airline is increasing its nonstop Tampa-Reykjavik service from twice a week to four times weekly beginning in September 2018. The route, which launched at Tampa International Airport in September 2017, is expected to be a popular draw for Tampa Bay area travelers looking to visit Europe as well as adding to the increasing number of international visitors to the region.

“We’ve been seeing a great demand for these flights in the Tampa Bay area market and we’re thrilled to not only increase the service but double the service between Tampa and Reykjavik,” said Michael Raucheisen, Marketing and PR Manager for Icelandair North America.

The announcement comes as TPA continues to hit record passenger numbers and focuses on increasing international air service. Last year alone, TPA saw a nearly 5 percent growth in international passengers, and it has seen more than 100 percent growth in international traffic since it began aggressively targeting key international markets seven years ago.



Icelandair will soon fly four times a week out of Tampa International Airport.

Icelandair’s current two weekly flights to and from Reykjavik create a direct economic impact of \$14.2 million annually and create 259 jobs in the Tampa Bay region. The two extra weekly Icelandair flights will add another \$14.2 million for a total economic impact of \$28.4 million a year. ■

## Hello, Air Transat

Air Transat began offering guests another option to escape the cold weather up north with nonstop service from Toronto and Montreal to sunny Tampa Bay on Feb. 25.

The seasonal weekly flights depart on Sundays, and arrives at Airside F. To book your flight, visit [AirTransat.com](http://AirTransat.com). ■



TPA celebrated the Air Transat’s two new routes with two awesome cakes.

## New air service galore



TPA’s seat capacity is growing rapidly thanks to new service announcements.

It’s been a busy 2018 in the air service world. In February, TPA launched new service to Columbus, Ohio aboard Spirit as well as new service (and a new airline) aboard Air Transat.

Also in February: Southwest Airlines announced new service to LAX beginning in August and Frontier announced new flights to Austin beginning in April. ■



# SkyConnect, Rental Car Center officially open

**E**duardo Garrido hopped off the SkyConnect at the Main Terminal station, luggage and family behind him, and immediately spotted a large bouquet of red roses.

In one swift motion, he plucked a long stem roses out of the basket and smoothly handed it to his wife with a smile and a kiss.

“Happy Valentine’s Day,” he said. He then gave a rose to each of his four daughters.

“Thank you, you really helped me out,” he said to the Tampa International Airport team handing out roses. It was a big day for him – and, of course, for TPA.

In the wee hours of the morning on Valentine’s Day, Tampa International Airport officially opened the new SkyConnect system and Rental Car Center to the public – the two largest components TPA’s expansion.

The facilities were met with positive reviews on everything from the new modern space to the SkyConnect interiors and the new Remote Bag Check.

Covering 1.5 miles of track, the SkyConnect takes passengers to and from the Rental Car Center with a stop at the Economy Garage. One of the six trains arrive at each stop roughly every two minutes. From one end to the other, the entire trip takes less than five minutes.

Rental car customers now have access to twice as many rental car brands and getting to and from the Economy



*TPA’s new SkyConnect and Rental Car Center have seen brisk activity since opening.*

Garage is now a convenient train ride away.

Lenore Silverman, in town on vacation from Newark, NJ, said she had a great experience on the SkyConnect and at the new Rental Car Center. She especially liked the remote bag check.

“I have never had an experience like that before – that’s great,” she said.

Passengers, like Bruce Sing and his wife, who were in town from Indianapolis, admired the new facility. The two arrived extra early on Valentine’s Day to return their rental car.

“It seemed it was well prepared and well lit,” he said, adding that it was a nice upgrade from the previous rental car facility. ■

## TPA among the most generous

Tampa International Airport was recently recognized for being #21 on the list of Tampa Bay’s Most Generous Workplaces. Representatives from United Way Suncoast (UWS) stopped by TPA to present a plaque to the Airport’s United Way campaign committee. Pictured, left to right, Maria Cook, Richard Rinehart, Trudy Brandvold, Melissa Miller (UWS), Michael Stephens, Joe Lopano, Mark Peterson, Kelly Figley, Suzanne McCormick (President & CEO UWS) and Ilana Goldenberg.



# TPA celebrates new Sheltair general aviation hangar



Sheltair purchased the former Tampa Jet Center in 2016 and was ranked the top fixed-base operator in the United States last year.

**T**ampa International Airport joined Sheltair Aviation Feb. 21 to celebrate the grand opening of its newest corporate hangar complex at TPA. The new addition gives Sheltair, one of the nation's leading fixed-base operators, the capacity to handle newer larger-cabin jets and the ability to meet the region's growing general aviation needs.

The new hangar expansion encompasses over 7.5 acres of land, includes 2.5 acres of additional apron space and adds 32,000 square feet of hangar and office space. The expansion reflects a \$6.5 million investment that sustains Sheltair's long-term vision to continue to serve its

customers and the airports they serve by designing and building new hangars throughout its FBO network. The TPA Sheltair Complex now provides over 170,000 square feet of hangar, office, and FBO terminal space on the southeast side of TPA.

"We have paid particular attention to projecting the future needs of our clients," said Todd Anderson, Sheltair Senior Vice President for Real Estate and Development. "As a result, the new hangars can accommodate the newer larger cabin aircraft operators because of a deliberate design that includes 28 foot tall hangar doors and an infrastructure that can meet their operational needs. ■

## LEAF LESSONS



## Join TPA's Desk to 5k before it's too late!

Think you can't run a 5K? Well, think again! Join your friends and colleagues for the first annual Desk to 5K, a regimen of walking/running to gradually help you work up to running a 5K. All fitness levels are welcome.

The group meets on Mondays and Wednesdays, from 4:30 to 5 p.m. Meet on Level 5, Orange area, at the South Economy Parking Garage.

The training continues through April 18, in preparation for the 5K on the Runway, Saturday, April 21. ■



## Airport Police Department holds quarterly awards ceremony



Congratulations to the 43 honorees who were recognized by the Airport Police Department at its quarterly awards ceremony held on Feb. 23. The ceremony included the swearing in of three new officers and a special badge presentation to K9 Anya.



All of the concessions on Airside E, home of Air Canada, Delta and WestJet, are now complete.

## Five of eight Airside shuttles now complete

Construction crews have finished work on five of the eight Main Terminal shuttles, with work progressing on the remaining three.

The shuttle lobbies to Airside E and Airside F are now open. Workers are now demolishing the existing structures, moving them back roughly 50 feet to help open up the Main Terminal.

The work is all part of TPA's effort to add about 50,000 square feet of space to the Main Terminal Transfer Level. With these two new shuttle lobbies open, workers have completed construction on five of the eight shuttles. ■

## Mise en Place now open

One of the most well-known and highly-regarded restaurants in Tampa Bay has joined the growing local restaurant scene at Tampa International Airport.

Mise en Place, which has called Tampa home since 1986, opened The Café by Mise en Place on Airside F, bringing high-end Modern American cuisine and a taste of Tampa Bay to travelers from across the globe.

The Café by Mise en Place features an expansive menu and bar, a swanky, modern aesthetic and a relaxing atmosphere. Everything on its menu – from their drinks to their entrees – is carefully curated with quality in mind. ■



The Café by Mise en Place is now open on Airside F.

CONCESSIONS CORNER



## Employee Spotlight: Juan Barcia

*When Juan Barcia was young, he envisioned himself working as a film director. He graduated from high school in 1991, only to find out that the options available to him in his native Cuba were slim.*



*Juan Barcia has worked his way up from cashier to manager with NewsLink.*

After this disappointment, Juan decided to go with his second choice – books.

He studied literature at Havana University and later won a Visa lottery in 1997 and came to the United States in 1999. The first thing he saw when he landed in Miami was a NewsLink stand selling books and magazines, his passion.

*“I love my job and I want to keep learning.”*

“When I get all of my paperwork done,” Juan thought at the time, “I’m going to come back and apply.” And he did.

Juan started as a cashier in a NewsLink store in 2000. Since then, he has worked his way up in the company from cashier to Supervisor to Manager. Juan ultimately reached the General Manager position when he relocated to Boston to open and manage Boston Logan stores. He relocated once again to Tampa, where he is the General Manager of all of TPA’s NewsLink stores, including NewsLink, Time Zone/Shades, AirEssentials/InTune Electronics, BookLink and, soon, The Shoppes at Bayshore Boulevard and Bay to Bay News / Peace Love World. He believes that great customer service is key.

“I want every customer to remember their amazing experience at NewsLink,” he said.

Working at a bookstore, Juan’s team has plenty of opportunities to establish relationships, friendships and conversation with customers. One of his proudest moments came when an employee suggested a book to a customer who was a teacher. The teacher bought it, read it and later got enough copies of the book for her entire class to read. The customer later sent an email with her story and a “thank you” to the employee. That was when Juan knew that his team was capable of making a difference. He says that his goal as the General Manager is to make sure he creates a good environment at TPA with customer service at its forefront.

Although he spends half of his time at work in his office, Juan strives to be in the stores as much as possible. His favorite part of the job is spending time with his employees and seeing new people in his stores every day. Juan said he can’t see himself working anywhere but at the Airport.

“I love my job, and I want to keep learning,” he said. Juan considers work his home, but he loves to watch movies and read when he has free time. “Although I work with books, I am still a movie critic,” Juan said.

Juan learned to be hardworking, driven and highly motivated from his dad. When his father passed away last year, Juan decided he would continue working hard and making his dad proud.

“I took over in his honor,” he said. “I am leading his legacy, and I know that he is proud of me.” ■





# TPA in the World



Members of the TPA team (clockwise: John Tiliacos, Bob Rinehart, Michael Stephens, David Wright, Steve Lee, Scott Seifer, Charlie Vazquez, Kerry Duris and Mark Witt) attended a military appreciation dinner on Feb. 15.



ARFF Lt. Roger Picard wowed kids from across the Tampa Bay region at this year's Planes, Trains and Automobiles at Plant City Airport on Feb. 14.



Members of TPA's marketing team, including Marketing Manager Kelly Figley (left) and Events Manager Maria Cook (right) staffed a booth at this year's Gasparilla Expo on Feb. 24/25 at the Tampa Convention Center.



Director of Research & Air Service Development Kenneth Strickland and Director of Marketing Kari Goetz accept an award for marketing excellence at this year's Routes Americas Marketing Awards on Feb. 14.



EVP of Marketing Chris Minner, Director of Ethics, Diversity and Administration Elita McMillon and EVP of Facilities and Administration Al Illustrato attend an event at the Westshore Alliance.



# In the News



TPA is expecting record passenger numbers this spring break.

### From Fox 13, March. 2:

Spring break season is officially here and Florida's tourism industry expects record crowds in the sunshine state. ... Tampa International Airport estimates 3.1 million passengers will travel through its terminals. ■



Members of the U.S. Women's National Hockey team arrived at TPA on Feb. 27.

### From the Tampa Bay Business Journal, Feb. 27:

A huge crowd of well wishers turned out at Tampa International Airport on Tuesday to see the USA Women's Hockey team return with their gold medals from the 2018 Winter Olympics in PyeongChang, South Korea. With an American flag at the front of the gate, the local crowd even cheered other passengers as they came out of the Delta flight on Airside E. ■

### 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've been in a lot of airports and NOWHERE beats @FlyTPA. World's best airport. Even had breakfast at Columbia Cafe before boarding. Until next week!*  
- @Brooke8B, Feb. 26

*@FlyTPA is an amazing airport, and to have this type of opportunity for a hop on/hop off stop to a beautiful country I might not ever get to see is truly amazing. I wish other airlines offered this! Thank you @Icelandair for smart travel ideas!!*  
- @305Pirate, Feb. 24

*@Icelandair, thank you so much for expanding your nonstop flights to and from @FlyTPA! The new nonstop weekend flights will be awesome! Looking forward to flying with you all again soon.*  
- @EmilyKeenPhoto, Feb. 23

### ON FACEBOOK



*TPA is very customer service oriented, clean, friendly staff and security check points are spread to every terminal which makes it less crowded and faster to get through!! 5 star all around and in my opinion best airport in the us.*  
- Elio Avila, Feb. 26

*We returned from a trip to Jamaica and had a dead battery. The maintenance dept couldn't have been nicer after all day traveling at midnight the guy jumped us and got us on our way. Thank you*  
- Myrtle Stough, Feb. 14

### VIA EMAIL



*My wife and 3 month old daughter and I traveled from Toronto to Tampa and back from Feb 14th through 22nd and had an extremely pleasant experience at Tampa International as compared to any other airport. Thank you.*  
- Rob Haley, Feb. 22



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