

ON THE RADAR



Tampa International Airport expects to see as many as 90,000 passengers in a single day - more people than fit in Raymond James Stadium and Amalie Arena combined. The Airport expects to serve some 3.6 million people in total.

TPA readies for Biggest. Spring. Break. Ever.

Mike Lavoie, his wife and twin three-year-old sons hopped on the shuttle to Airside E on a busy Friday morning as they wrapped up their annual trip to Tampa Bay from chilly Halifax. Even a cold spell didn't keep them from enjoying their family vacation.

"It was warm for us," he chuckled.

From touchdown to his trip back, he said he had an awesome trip – and that includes his time at TPA.

"Everything has been super smooth," he said. "No waits."

Tampa International Airport is in the midst of what promises to be one of the busiest spring breaks ever.

TPA expects to see 3.6-million visitors traveling through the airport over a roughly six-week stretch that began in early March, representing the

busiest month-and-a-half of the entire year.

The higher passenger numbers weren't a problem for Debbie Buldowski, who was traveling back to Levittown, Penn. after a trip down to see a couple spring training games. "Everything's been good," she said. "It's a nice Airport. Dropping of my rental car was very easy."

This is the second spring break since the new rental car center has been opened, helping to alleviate congestion on TPA's roadways and especially at the curbsides. That's important given the estimated 8.8 percent increase in passenger traffic over the previous years.

On peak spring days, TPA will see as many as 80,000 to 90,000 daily passengers arriving and departing. Typically, it's less than 70,000. At Airside C alone, Southwest Airlines is planning up to 124

departures on Saturdays, up from its usual average of 90 to 95 daily departures.

To prepare for the influx of visitors, travelers and guests picking up and dropping off, TPA has planned for extra traffic, police, guest services and janitorial staffing, as well as increased staffing in its restaurants and shops. The TSA checkpoints will also have extra officers, particularly at peak times in coordination with airline schedules, to ensure screening lines move as quickly and safely as possible.

Despite the large number of passengers, business travelers Paul Emge and Teresa Martin said their journey through the airport was as smooth as always.

"They could have maybe added another TSA screener," Emge said. "Probably added two minutes." ■

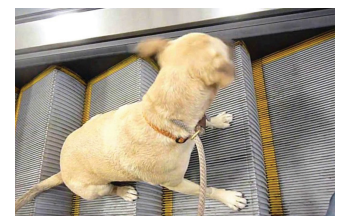
IN THIS ISSUE



#ExploreTPA right now
Tampa International Airport's shops and restaurants are open!



Get to know Tomas Paredes
Meet the Landside Grill GM and learn about some of the new flavors he's bringing.



TPA to enforce pet policy
Tampa Airport is now strictly enforcing its pet policy.

TPA BY THE NUMBERS



124 flights

That's the number of single-day outbound flights Southwest Airlines will have at its peak during spring break. It's about 30 to 35 more departures than the airline has on a normal day.

Hundreds come out to #ExploreTPA at Grand Opening event



Tampa International Airport's Concessions Grand Opening featured a wide variety of options from TPA's 69 new shops and restaurants, including some from all four post-security airside.



The grand opening featured a wide variety of entertainment options, including a guitar-wielding, stilts-walking rocker (top) and a Chinese dragon dancer.

Beyond the SkyConnect station in the Main Terminal stood a 10-foot man with a wild Mohawk and electric guitar. He was a rocker on stilts and fit well with the ambiance of the Hard Rock Café. To the right, a dragon dancer bounced around in front of P. F. Chang's, representing the Asian culture that the restaurant shares.

These were just two of the vast entertainment spectacles included in the Feb. 16 Grand Opening Celebration of TPA's new shops, restaurants and spas, an event well anticipated since the concessions redevelopment program launched in 2015.

The celebration brought vendors, authors, live entertainment, live music and plenty of food samples, enjoyed by thousands in the Main Terminal. Passengers, travelers, employees

and members of the community came by the Airport Saturday, Feb. 16, to experience and explore TPA's new and improved amenities.

Guests raved about it on social media.

"Thank you Tampa International Airport for the opportunity to check out new shops and sample some new noms!" wrote Hayley Garron, event attendee.

"We had an amazing time. Stayed the whole time and saw almost everything! The food was great, especially the food from Hard Rock," said Deb Hicks.

TPA's Main Terminal offers unique food options, locally made jewelry and gifts and Tampa Bay team sports apparel and beachwear, among many other features. Two of the

"We want this to be a destination."

*- Laurie Noyes,
VP of Concessions and
Commercial Parking*

concepts, the Shoppes at Bayshore and Starbucks, are open 24/7, making the Airport a one-stop shop for travelers and the community.

"We want this to be a destination," said Laurie Noyes, Vice President of Concessions and Commercial Parking. "We're one of the few airports where you can sit inside or outside to enjoy a restaurant and then come inside and do some shopping in a department store-like concept." ■

Got a story idea for On The Radar? We want to hear about it!

On the Radar is your source for the latest news from Tampa International Airport. Have a story idea? Share it with us by emailing Newsletter@TampaAirport.com. We welcome your comments, feedback and suggestions.

EMPLOYEE SPOTLIGHT

TOMAS PAREDES

Loyal patrons of Tampa International Airport's employee cafeteria, Landside Grill, may have noticed a little more spice and flavor to its daily specials menu over the last year. Mojo pork, chimichurri fish tacos and jerk chicken are now customer favorites that are served regularly in the small cafe, in addition to its usual grill items, made-from-scratch chili and popular salad bar.

Tomas Paredes, General Manager of Landside Grill, is behind many of the cafeteria changes and improvements, which he feels better reflect the talents of his staff as well as the tastes of the customers.

"We changed the menu to accommodate different types of cultures here at TPA," Tomas said. "We have so much diversity among the employees here, and people want more variety."

Tomas also wanted to make the cafeteria more inviting and fun, decorating tables for Valentine's Day and other holidays, as well as offering special desserts or dishes such as Guinness stew with cabbage and corned beef for upcoming St. Patrick's Day. His attention to details and best use of staff, along with

his vast experience working in food service, have helped Landside Grill be a successful addition to TPA's concessions offerings.

Born in the Dominican Republic, Tomas moved to the United States when he was 10 years old. His father was a maintenance worker for Manhattan's then-famous Downtown Athletic Club and his mother was a home attendant for the elderly, and together they raised eight children, including Tomas. When Tomas became old enough to work, a catering company his brother worked for liked the brother so much, they hired Tomas on the spot. At one point, six of the eight Paredes children worked for the company.

While working in catering, Tomas also learned he had a special talent for mixing cocktails, so he got his bartender's license and began bartending on the side. After several years of saving money, Tomas and his wife, high school sweetheart Yani, decided they wanted to try to open their own restaurant. They moved to Lancaster, Penn., and opened a Spanish-American restaurant and café which they ran for three and a half years.

A few years ago, shortly after closing his restaurant and café, Tomas began working for Canteen,



Tomas Paredes is the General Manager of Landside Grill.

which provided food service around the country including at Tampa International Airport's Landside Grill. In December 2017, he came to Tampa to interview for the cafeteria's General Manager job and immediately clicked with the staff and TPA's Concessions team.

"I love working with the people here," Tomas said. "I don't know if it's a Florida thing since I'm from New York, but everyone is so nice. I try to treat everyone the same way."

Tomas is often seen running around not only the cafeteria but the entire Airport, helping cater meetings and events in addition to keeping the Landside Grill hopping. He cooks, serves, works

the cash registers, stocks, cleans, manages and does just about anything that needs to be done.

When he's able to relax, Tomas likes to spend time with Yani – now his wife of nearly 28 years – and his remaining child in the house, a 17-year-old daughter. He has two older children who live in New York and Pennsylvania and a grandson who was born shortly after he began working at TPA.

When he needs an escape, Tomas turns to his favorite hobby: Playing the video game Call of Duty.

"Hey, I'm really good at it," he laughed. ■

"We changed the menu to accommodate different types of cultures here at TPA. We have so much diversity among the employees here, and people want more variety."

Tampa International Airport tightens leash on Airport pets



Tampa International Airport announced that it would step up its enforcement of restricting non-service animals at the airport with an aim at reducing injuries to pets and people as well as enhancing cleanliness and sanitation at TPA.

Beginning Feb. 14, TPA began educating pet owners about its policy, which has been in place for decades but loosely enforced and, by the end

of March, pet owners will receive warnings and possible trespassing citations for guests who are found non-compliant with the rules. The policy states that traveling non-service animals must be properly confined in a pet carrier if one is present, or controlled on a leash when they are in the airport. Non-service animal pets that are not traveling, such as those greeting arriving passengers in the Main Terminal, are

not allowed at TPA.

The increased enforcement comes at a time when TPA is experiencing record passenger growth and, as a result, record numbers of animals in the terminals. Over the past two years, TPA paramedics, police and maintenance staff have responded to more than a dozen injuries to people and pets, as well as hundreds of facility cleanups due to animals. "Service animals are always welcome at TPA and we honor the policies of airlines that allow non-service animals to fly with their owners," TPA Director of Operations Adam Bouchard said.

The Hillsborough County Aviation Authority Board of Directors in February approved the updated specifications in TPA's animal rules and regulations, which also state that non-service animals are not allowed

in any restaurant at TPA in accordance with FDA regulations.

The policy enforcement was endorsed by the Humane Society of Tampa Bay.

"The Humane Society of Tampa Bay supports Tampa International Airport's no-pets policy in the Airport for animals that are not traveling," said Sherry Silk, CEO of HSTB. "We have seen animals get injured and know that airports are not a safe and comfortable place for dogs and other pets that are not trained to navigate such a busy facility. We strongly encourage pet owners to leave pets at home or find alternative care when visiting TPA."

To learn more about TPA's policy as well as the policies of our most popular airlines, visit www.tampaairport.com/animals. ■

Spirit launches new nonstop service from Tampa to San Juan



Just before dawn on Feb. 14, Tampa International Airport celebrated Spirit Airlines' first nonstop flight from Tampa to San Juan. The flights will operate daily and fares start around \$85 one-way. Spirit, among TPA's fastest growing airlines, joins JetBlue and Southwest as TPA's third carrier providing service to Luis Munoz Marin International Airport. The route addition was part of an overall Spirit nationwide expansion. To book a flight, visit www.spirit.com



HCAA Board approves final demo plan for MP project

Tampa International Airport is moving forward with the demolition of the old rental car garage – a key element of the second phase of the Airport’s Master Plan expansion.

On March 7, Hillsborough County Aviation Authority Board members approved the final demolition of the Red Side Rental Car Garage and a segment of the old Airside D shuttle guideway. This demolition, which will take place later this year, is part of a three-phase expansion

increasing TPA’s capacity to 34 million annual passengers. TPA served more than 21 million guests in 2018.

The demolition makes room for new express curbsides and a new shuttle guideway to a future 16-gate Airside D, which will be home to both international and domestic flights.

Crews have been busy preparing the building for demolition, removing

many of the outer concrete panels and other internal structures.

While work continues on the old rental garage, crews are preparing to open up an additional floor of parking in the Long Term Garage. Level 1, which housed rental car operations before the new Rental Car Center, is expected to open in April. The floor will add approximately 1,000 parking spots. ■



Tubes, totes and T-shirts: Visit our fun summer pop-up!

Spring Break is here and so is our Summer Pop-Up! With a catalog of items ranging from giant unicorn tubes to Tampa themed totes, this Shoppes at Bayshore spot in the Main Terminal is a traveler’s one stop shop for beachy accessories. With this spring break slated to be the busiest yet, we’re anticipating heavy passenger traffic from TPA to the surrounding beach areas, so we’ve geared up with sunscreen, hats, Tampa t-shirts, beachy accessories and more. Stop by the Summer Pop-Up from now until Fall. Prices start at \$8. ■

Bay to Bay / Mixx, which is located on Airside F, is the final shop to open up as part of TPA’s concessions redevelopment.

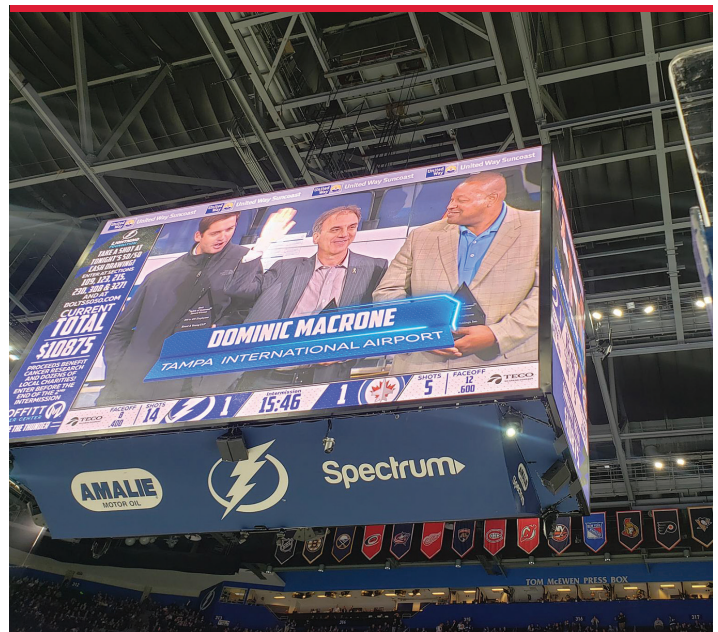
 TPA in the World



Traffic Manager Bob Rinehart, Lt. Scott Seifer, Chief Charlie Vazquez, Officer James Basnight and Officer Jimmie Bizzle attend the Greater Tampa Chamber of Commerce Military Appreciation Banquet at Sheltair.



Director of Commercial Real Estate Randy Forster (left) attends the Westshore Alliance annual meeting on Feb. 25.



Vice President of Human Resources and Administration Dominic Macrone accepts Spirit of Suncoast Award on March 5 at Amalie Arena.

 **TPA in the World**



Director of Research & Air Service Development Kenneth Strickland, far left, visits Amsterdam alongside representatives from the Tampa Bay delegation



Tampa International Airport Police help with the Tampa-Hillsborough Homeless initiative on Feb. 28.



Tampa Airport Police Chief Charlie Vazquez attends the Big Brothers Big Sisters of Tampa Bay Bigs in Blue event on Feb. 27.



Marketing Managers Ilana Goldenberg and Kelly Figley operate the booth at the Gasparilla Expo to promote TPA's annual 5K on the Runway.



EVP John Tiliacos, joins Marilyn Gauthier, Brett Fay, Darren Jimenez, Cynthia Learie and members of the Atlas Aviation team at this year's Florida Strawberry Festival.

In the News



Did you know: Airport CEO Joe Lopano is quite the avid planespotter himself.

From the Tampa Bay Business Journal, Feb. 27:

TPA is one of the leading airports in the country for planespotting, a popular hobby for aviation enthusiasts. The program was featured recently on AirlineReporter.com for its innovative efforts including The Plane Spot Facebook group and planespotting tours. ■



From the Tampa Bay Business Journal, March 1:

Passenger traffic is already up at Tampa International Airport, which expects up to 3.6 million passengers total during the next six weeks, typically its busiest month and a half of the year. If everyone shows up, that would be an 8.8 percent increase over last year. ■

E-NEWSLETTER SIGN-UP

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WHAT THEY'RE SAYING...

ON TWITTER



I wish every airport was as good as my hometown @FlyTPA airport
- @superfreshrn, March 1

New Orleans may have a better football team, but when it comes to airports, @FlyTPA cleans their clock! So good to fly into such a great facility.
- @Redskinrex, Feb 27

Clutch job by @FlyTPA cutting what could have easily been an hour-long line for security into just 20 minutes, and by @ChickfilA for not being ridiculously overpriced at the airport. After three flight changes and an extended stay, I can't wait to get back to MKE today.
- @MatthewGStein, Feb. 27

ON FACEBOOK



I recommend TIA because of the ease of getting from check-in to the gate and from the gate in airside terminals to luggage pick-up; with less walking than any other major airport I have visited. I also greatly appreciate the shops in the landslide terminals and ease of getting from the parking garages to the landslide terminal.
- Gary/Diane Brooks, Feb. 22

Fabulous!!! People will think strange but I've "shopped" at airport many times... so much fun.. nice shops, great places to eat (more now than ever!) and you never know who you will see...
- Lois Mitchell, Feb. 14

VIA EMAIL



First time user and it was excellent. Nice parking, info board, free internet, free electric car charge and bathrooms. Someone knows how to spend state or county tax money properly. No wait or traffic at baggage claim. Brio! Thanks
- James, March 3



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