

## Southwest flights to Havana will begin in December

Southwest Airlines on October 13 announced at Tampa International Airport its schedule for Tampa-to-Havana flights, as well as some exciting promotional fares.

The daily, nonstop flights begin Monday, December 12, and will depart from Tampa each day at 6:15 a.m. Flights back to Tampa will depart at either 6:05 p.m. or 11:15 p.m. To introduce the flights, Southwest is offering one-way fares of \$59 when purchased through November 20 and the trip must be made before April 24, 2017.

The airline and TPA celebrated the news at a morning press conference with coffee and Cuban pastries, TPA CEO Joe Lopano, Southwest Airlines' Managing Director of Network Planning Adam Decaire and U.S. Rep. Kathy Castor shared their excitement.



*Pictured above (center, left to right) U.S. Rep. Kathy Castor, Airport CEO Joe Lopano and Southwest Airlines' Managing Director of Network Planning Adam Decaire, surrounded by the Southwest Go Team after the official announcement that nonstop flights to Havana will begin on Dec. 12. Immediately following the event, the Go Team went out into the community to promote the flights and distribute travel vouchers.*

"This is a community that truly understands the importance of daily commercial service to the capital of Cuba," said Lopano, noting that the Tampa Bay area has the nation's third-largest Cuban-American population. "I'm so thankful for the support of our community partners who wrote letters to the U.S. Department of Transportation pledging their support of commercial Cuba flights from Tampa, and also to the nearly 6,000 people who signed a petition that was submitted for the DOT's consideration in Southwest's request for this service."

Lopano also thanked Rep. Castor for all of her work and passion over the past several years in making the flights from TPA possible.

"This is good news for Tampa Bay area families who want to connect with their relatives on the island of Cuba," Rep. Castor said. "Just think it was just five years ago when a family who probably lived less than a mile from Tampa International Airport had to travel to Miami because the law only allowed flights from three airports in the country. That certainly didn't make sense for this community."

Since TPA began charter service to Cuba in 2011, more than 300,000 people have traveled from Tampa to the island nation. Scheduled, daily commercial service is expected to

make flights easier to book, cheaper and more convenient for passengers.

To book a flight from TPA to Havana, go to [Southwest.com](http://Southwest.com). ■

### WHAT YOU NEED TO KNOW:

- The U.S. Government requires that every passenger certify that they are eligible to travel to Cuba with a specific license or under one of 12 general license categories such as family visit, religious activities and educational exchanges.
- While in Cuba, every traveler must document a full-time schedule of activities.
- You will need a valid U.S. passport and a visa. SWA has partnered with Cuba Travel Services to fulfill passengers' visa needs. You can purchase the visa in advance and pick it up at the Airport. CTS will have a counter in TPA when the airline begins service on Dec. 12.

## Frontier kicks off nonstop to Cincinnati service

Frontier Airlines on October 31 began nonstop service between Tampa International Airport and Cincinnati/Northern Kentucky International Airport.

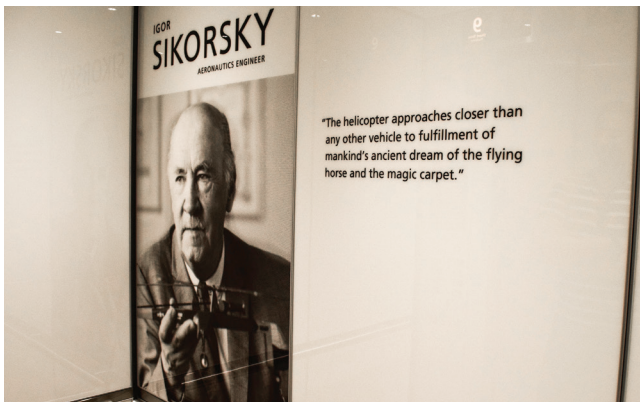
The flights will operate using A320 aircraft on Mondays, Wednesdays, Fridays and Saturdays leaving Cincinnati at 4:25 p.m. and arriving in Tampa at 6:38 p.m. The flight then turns back around and departs Tampa at 7:25 p.m. and arrives in Cincinnati at 9:37 p.m.

To celebrate the new service the Airport treated travelers to a cake that represents the Cincinnati Red's ballpark. Guests can book their Frontier flight at [FlyFrontier.com](http://FlyFrontier.com). ■



Representatives from Frontier Airlines (left to right) Edward Del Real, Francheska Noriega and Nia Hall pose with the cake in the shape of Great American Ball Park, home of the Cincinnati Reds.

## Renovated elevators salute famous aviators



The first newly renovated elevators were opened in the Main Terminal, paying tribute to Igor Sikorsky.

The next time you step into an elevator in Tampa International Airport you might just come face-to-face with a famous aviator.

The first renovated elevators were recently opened in the Main Terminal. The elevators, located on the red side of the terminal, pay tribute to Igor Sikorsky. Sikorsky is known for his aviation designs including those for the Sikorsky R-4 which became the world's first mass-produced helicopter in 1942.

Crews have already moved on to begin work on more Main Terminal elevators. When the project is completed in 2017, all of the Main Terminal elevators will feature the brighter, scratch-resistant walls and terrazo tile as well as the iconic images of their namesakes including Amelia Earhart, Neil Armstrong and Chuck Yeager. ■



## TPA BY THE NUMBERS: 417,991

Tampa International Airport had 417,991 international passenger enplanements in Fiscal Year 2016. The figure represents a 113 percent increase in international passenger traffic since 2010 which can be attributed to the addition of nonstop service on Lufthansa, Edelweiss, Copa, flights to Cuba and expanded service to destinations in Canada and the UK. And more international service is already scheduled for the next fiscal year with commercial service to Cuba beginning in December and nonstop service to Iceland in September 2017. ■

# TPA celebrates eight new concessions openings

Tampa International Airport welcomed a wide range of new local flavors and national brands in October with the grand openings of eight new concessions.

The Airport has now opened 22 of the 69 shops and restaurants coming to the airport as part of the expansion and concessions overhaul.

On Oct. 17, TPA celebrated the grand opening of its Main Terminal food court, including Chick-fil-A, Qdoba and Wendy's; at Airside F, the airport welcomed a new Illy coffee and a Starbucks Reserve; at Airside E, TPA officially cut the ribbon on Pei Wei and a second Starbucks Reserve location.

On Oct. 19, the airport celebrated the opening of a NewsLink news stand on Airside C that features nine different local brands, including Kahwa Coffee, TeBella, La Segunda, CaterMeFit, Seventh Avenue Apothecary, Seashell Gems, Sweet Diva's Chocolates, The Nature Baker and Le'Anns Cheesecakes.

"This week really shows what this new concessions program is all about," said Airport CEO Joe Lopano. "We are creating the perfect balance of variety, price points and, of course, local flavor for our guests. With these new concessions, there is



The Main Terminal food court brings together three of everyone's favorite food groups: Burgers, burritos and chicken. The bright, open space also features plenty of dine-in seating.

truly something for everyone."

On Airside F, TPA's international terminal, Illy and Starbucks Reserve give passengers more coffee options than ever before. Illy features premium high-end coffees and pastries from Tampa's Piquant bakery, while Starbucks Reserve offers an expanded menu that includes rare coffee from exclusive estates around the world.

Guests on Airside A also have access to Starbucks Reserve and the high-end coffee brewed by a specialized Clover machine.

A lot of different concessionaires

are responsible for making these openings possible.

TPA Hospitality Partners, which includes Delaware North, Mise en Place Hospitality Group, Superior Hospitality Group and Green Clay Concessionaires, is responsible for bringing Chick-fil-A to the airport.

HMSHost, which has operated out of the airport for decades, welcomed four new concepts, including Wendy's, Pei Wei and the two Starbucks Reserves.

Hojeij Branded Foods celebrated the opening of Qdoba in the Main Terminal and Illy on Airside F. ■



At Illy on Airside F, guests can get one of many gourmet coffees and teas along with a fresh pastry or panini made locally by Tampa's Piquant bakery.



Locally-produced items including candles by Seventh Avenue Apothecary and jewelry by Seashell Gems are available for purchase at Newslink in Airside C.



Pei Wei, on Airside A, provides sit-down dining, grab and go favorites (pictured) and a full bar with dishes inspired by the cuisines of China, Japan, Vietnam and Thailand including wok favorites and sushi.

## Taxiway J reopens for aircraft operations

The Taxiway J Bridge, a key component of Tampa International Airport's historic expansion, is now open for planes!

The bridge was demolished and rebuilt in order to accommodate the Airport's new SkyConnect people-mover underneath and to handle future growth to the George J. Bean Parkway.

The new bridge is about 100 feet wider and longer than the previous bridge and can support a fully-loaded Boeing 747 aircraft. The bridge is made up of about 21,000 tons (42 million pounds) of concrete and precast concrete beams. Running in between that concrete is about 1.5 million pounds of rebar.

Officially closed for construction in February 2015, the bridge reopened on Oct. 24. JetBlue had the honor of being the first airline to make the crossing. ■

*Taxiway J Bridge reopened to aircraft operations on Oct. 24. The new bridge is wider, longer and can support a fully-loaded 747 aircraft.*



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## Joe's United Way workday in the Landside Grill



*Airport CEO Joe Lopano (right) joins executive chef Joe Forgach (left) at the saute station during his United Way workday. The workday activity was selected by the Concessions Department who recorded the largest percentage of department employees participating in the giving campaign.*

Airport CEO Joe Lopano took to the kitchen at the Landside Grill on Oct. 18 to prepare made-to-order Pork Szechuan Stir Fry for Airport employees as part of a United Way workday. The workday activity in the cafeteria was selected by the Concessions Department who won the honor for having the highest level of employee participation in the company's giving campaign. The workday promotion is part of the Airport's annual United Way campaign. Last year, Airport employees donated close to \$140,000 to United Way Suncoast. ■



*Lopano (left) learns how to serve up the daily special from Landside Grill staffers Keishla Valentin (center) and Vanessa Marrero (right). Lopano finished off the workday at the Grill's made-to-order salad bar filling orders and serving up his own unique creations.*

# ICON arrives in Tampa Bay

Peter O. Knight Airport on Davis Islands is now home to a new aviation company that is making big waves in the aviation industry for its unique and innovative light sport aircraft.

On Wednesday, HCAA CEO Joe Lopano joined executives with ICON Aircraft to officially open the company's East Coast Flight Training Center for its A5 plane. The GA airport will serve as a convenient hub where A5 buyers and the general public can complete flight training and rent the A5.

The amphibious aircraft can take off and land from both the water and a standard runway, flying at speeds up to 109 mph and has a range of about 400 nautical miles. It features folding wings that make it possible to hitch up to a vehicle and haul it just like a boat.

Peter O. Knight, with its close proximity to the water and downtown Tampa, is an ideal airport for the new training center, said ICON Aircraft Founder and CEO Kirk Hawkins.

"If I were to actually take a clean slate and design a flying environment for us, it looks about like this," he said. "This is a fantastic place to be."

The goal of the company is to make flying more fun and more available to everyone – to bring back the romance to it.



ICON's light sport amphibious aircraft can reach speeds of up to 109 mph and land on both water and a standard runway. Potential buyers and the public can complete flight training and rent an A5 at the company's new home at Peter O. Knight Airport.

"This is about moving you emotionally – about getting you out to explore the planet," he said.

Lopano called this an awesome opportunity.

"We're excited that ICON chose Peter O. Knight Airport to serve the needs of its customers and aviation enthusiasts," he said.

Lopano recently took a test flight and said the experience was stunning. "It's just so awesome to be able to fly over these beautiful areas that we have in Tampa and still be so close to a big city," he said.

With production on the aircraft beginning earlier this year, ICON Aircraft is a unique tenant for the Airport's general aviation airport with the potential for tremendous growth.

The Flight Center offers training programs for various levels of experience, from seasoned seaplane pilots to novices. Programs range from a 90-minute introductory flight to a 150 day full sport pilot license with water endorsement.

To register for training or learn more about the ICON Flight Center, please visit [iconaircraft.com/ifc](http://iconaircraft.com/ifc) or call (707) 564-4100. ■

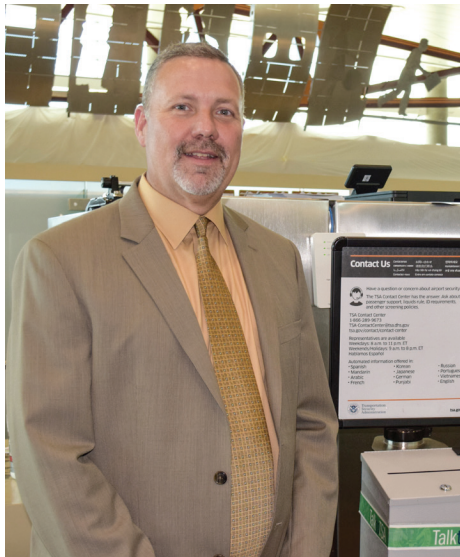
## FRIDAY FLIGHT CELEBRATES VETERANS DAY

Join us for the next Friday Flight on November 11 with a salute to veterans and a performance by Lavay Smith & Her Red Hot Skillet Lickers. The California-based band is internationally recognized as one of the best bands performing classic American jazz, swing, blues and R&B music from the mid-20th century.

The event is free and open to the public! ■

Catch the **Friday Flight**  
in honor of **Veterans Day**  
TPA salutes the song and  
dance of the **WWII Era**  
with  
**Lavay Smith**  
and Her **Red Hot Skillet Lickers**  
November 11th | 4:30 p.m. - 6:30 p.m.  
Main Terminal between Airsides A and C  
#FridayFlight  
Tampa International Airport

## Employee Profile - Darryl Roberts



For many people – particularly those with special needs, medical issues, or those who have not traveled for some time – the most stressful part of traveling through an airport is security screening. Some passengers may be unfamiliar with carry-on restrictions or have concerns about screening when they have medical implants or devices.

Darryl Roberts gets it. As the Transportation Security Administration's Program Specialist in charge of Customer Service & Community Outreach, he represents a side of TSA that not many think of when they think of Homeland Security.

"While security is the reason we're there, we're also tasked to remember there's a human aspect to our jobs," Roberts said. "Not everyone may take the time to read the signs or review our TSA.gov website before going through screening. They might have other things going on in their lives. It's our job to help them understand what's allowed and what isn't when they fly."

TSA has always regarded customer service as important but the agency

has implemented more customer-focused outreach programs in the last five years. Roberts serves as a Tampa International Airport contact and resource for the TSA Cares program, which was launched in 2011.

That means when a passenger is upset with the screening process, Roberts is usually one of the first people to respond, bringing his naturally calm and kind demeanor with him. Whether it's an elderly person with medical issues, a stressed parent traveling with small children or a transgendered passenger, Roberts listens to their complaints, notes their feedback and tries to leave the customer satisfied their voice was heard.

"It can be very uncomfortable and overwhelming for some people, especially if they've never gone through a TSA checkpoint before," Roberts said. "Just to have someone there to talk them through it really puts people at ease."

The extra steps to be customer friendly, which extend to all of TPA's TSA staff, have not gone unnoticed. TPA consistently gets high scores in the Airport Service Quality (ASQ) survey, the industry standard in determining the top airports around the world. In 2015, TPA was ranked No. 2 nationally, and a large component of that was due to passengers' experience at TSA checkpoints.

"Passenger feedback regarding TSA Customer Service at TPA averages well above 60 percent positive," Roberts said. "I attribute a lot of that to our TSA officer's commitment toward not just delivering World Class security, but exceptional customer service also."

Roberts also oversees local outreach efforts, meeting with groups such as the Greater Tampa Bay Chamber of Commerce, to help spread the word about TSA programs such

as TSA Cares and TSA PreCheck. He helps coordinate partnerships with local Wounded Warriors to assist veterans with extra care from curb to gate. Local TSA officers also work with service dog groups like the Southeastern Guide Dogs, helping train the puppies to be comfortable around uniformed officers and security procedures.

Born and raised in Lakeland, Roberts' passion for people sparked an interest in law enforcement growing up. After graduating, he went into the Army for three years, serving as a military police officer.

He began a career in business management, but soon found himself drawn back to serve his country after the events of 9/11. When the U.S. Department of Homeland Security was formed he joined the agency and traveled to airports around the country to assist in transitioning them from private screening procedures to federalized screening.

Roberts still lives in Lakeland and is married to Zulaika, who also works for TSA as a financial specialist. The couple has three children: 19-year-old Jacob, 11-year-old Gabriel and 6-year-old Julianna. Between kids' activities, Roberts is very active with his church, serving as an associate pastor in charge of worship, and he helps direct a food bank ministry for families in the Lakeland and Polk County area. ■

*Passengers can call the TSA Cares hotline at 1-855-787-2227 before traveling to have a conversation with someone about procedures and what to expect. If necessary, a specially trained officer called a Passenger Support Specialist can meet the passenger or passengers when they arrive at the security checkpoint to help them through the process.*

# TPA Around Town



(Top left) This week, TPA Sustainability Manager Melissa Solberg gave a presentation at the Airports Going Green Conference in Amsterdam, focusing on the passenger experience and creating a sense of place at TPA. For the second straight year, Tampa International Airport received honorable mention for its LEAF program.



(Top right) Members of the Marketing and Communications departments (left to right, Emily Nipps, Kenneth Strickland, and Kari Goetz) were in Salt Lake City at the ACI MARCOM conference and accepted awards for the Airport's TPA2SF campaign and community outreach promoting service to Cuba.



(Right) Public transportation advocate Ed Turanchik and Airport CEO Joe Lopano were among the passengers on the Nov. 1 maiden voyage of the Cross Bay Ferry. The ferry service provides a new transportation option connecting downtown Tampa and St. Petersburg. For information visit [CrossBayFerry.com](http://CrossBayFerry.com).



## WELCOMING BACK THE FRIENDS OF TPA

Past board members and guests of the Aviation Authority joined CEO Joe Lopano, current Chairman Robert Watkins and Airport staff for a meeting and update on Tampa International Airport. They were presented with the latest information on the Airport expansion projects as well as updates about air service developments and future airport plans.

Pictured from left to right, in the front row, are Joe Lopano, John Paulk, William Vernon, Frank Morsani, Adelaide Few, Rubin Padgett, Norma Bean, Stephen Mitchell, Robert Watkins. Pictured in the back row are B.M. Smith, Carl Carpenter, Joseph Diaco, Chris Hart, and Ken Anthony.

# Board Brief: November

The Hillsborough County Aviation Authority's regular board meeting was called to order on Thursday, Nov. 3 by Chairman Robert Watkins, Vice Chairman Gary Harrod, General Chip Diehl and Mayor Bob Buckhorn were also in attendance. Commissioner Victor Crist was unable to attend due to a personal illness.

During the monthly management report, Vice President of Finance and Procurement, Damian Brooke, presented the final budget numbers for FY 2016 showing a record for operating revenues of \$212.9 million, up 3.3% over 2015, and passenger numbers up more than 2.4% from 2015.

Contributing to the record revenues were an increase of cargo by 15% due to double-daily operations by ABX and a growth in concessions revenue of 2.2%.

At the end of the meeting, Chairman Watkins praised Brooke for his financial stewardship, which has resulted in TPA being the only large hub airport in the country with double-A ratings from four bond-rating agencies.

"During the last five years, we have seen this Airport continue to grow in financial strength," Mr. Watkins said. "These uncommon accomplishments are because of uncommon leadership with Joe

Lopano leading the team." Chris Minner, Vice President of Marketing, presented an update to the Air Service Incentive Program, which helps Tampa International Airport attract new service. The new procedure provides more flexibility for seasonal service and shorter routes. Included in the presentation were target markets for both domestic and international destinations including Portland, Salt Lake City, San Diego, Manchester, Dublin, Amsterdam, Lima, Bogota and Mexico City.

The board also heard a concessions redevelopment update from Laurie Noyes, Director of Concessions. The redevelopment program now has 22 out of 69 spaces open, including 17 food and beverage locations. Five retail openings include NewsLink, which features over a dozen local businesses.

The board voted to extend CEO Joe Lopano's employment contract through April 4, 2021.

Several contracts were also awarded including three for construction, two for government relations and one each for internal audit and parking. The next regular board meeting for HCAA will take place in at 9 a.m. on Wednesday, Dec. 7. The meeting has been moved from the typical date on the first Thursday of the month to accommodate schedules.

## E-NEWSLETTER SIGN-UP

If you prefer to receive the electronic version of the Airport newsletter delivered to your business or personal email, go to [TampaAirport.com](http://TampaAirport.com) and click on "Sign up for Airport News" located in the popular links.

The electronic version is distributed twice monthly and can be read on your computer or any mobile device.

## WHAT THEY'RE SAYING...

### ON TWITTER:

*@FlyTPA just #FYI #TampaAirport is one of the best airports I have ever been in - clean, open, airside smoking areas LOL and smiling peeps! 305 Pirate @305Pirate, Oct. 24*

*@FlyTPA Great airport. Love flying out of there. Thanks for offering free WIFI :) Thomas Yarger @thomasyarger, Oct. 27*

### ON FACEBOOK:

*Entire staff was super friendly and everyone was so eager to help! Everything was so easy and convenient, from checking in to picking up luggage. Definitely a great experience for me. Jennifer Lynn, Oct. 27*

*Still one of the most efficient and convenient airports in the world, whether you are connecting through, or final destination. Locals and Visitors rave about TIA [TPA] all the time. Michael Howard Schine, Oct. 22*

### VIA EMAIL:

*In Sept. 2016, my wife and I were returning from Italy. In previous years, we have returned to Tampa via Miami, Philadelphia or (god forbid) JFK. In general, we can count on 2-3 hours to clear immigration, retrieve our luggage and clear customs. This trip, we decided to fly from Naples to Zurich so we could fly directly back to Tampa. From the time we exited our plane to the time we cleared customs WITH OUR LUGGAGE took 28 minutes and 12 seconds. Normally, at any other airport in the U.S., you have not even cleared immigration. Mr. Lopano, you and your staff are doing an outstanding job. We want to thank you for what was for us our best experience ever when reentering the U.S. Chris Barquin, Oct. 27*



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