

## TPA lands nonstop service to San Francisco aboard United Airlines

It's the air service news Tampa Bay residents have all been waiting to hear: Tampa International Airport is getting daily nonstop service to San Francisco!

On July 25, United Airlines announced it will begin the daily service to San Francisco International Airport in February 2017.

"We want to be the airline that our Tampa Bay area customers choose first when booking travel to the West Coast," said Michael Brooks, United's Sales Manager in Tampa. "Our customers told us that service to San Francisco is important for business and leisure and we are responding with daily, nonstop service. This flight connects Tampa's growing technology industry directly to Silicon Valley and provides easy access to international destinations through our premier gateway to the Asia Pacific region."

United will fly a 737-800 with 16 United First seats and 150 United Economy and Economy Plus seats. The flight leaves San Francisco daily at 8:30 a.m. and arrives in Tampa at 4:51



Three members of the TPA2SF Facebook group, Stuart Brown, Helen Dann and Brent C.J. Britton, were invited to the official announcement to share their stories and help celebrate the successful campaign.



(left to right) HCAA Vice Chairman Chip Diehl, FL Rep. Jeff Brandes; EDC CEO Craig Richard; CEO VisitTampaBay Santiago Corrada; Airport CEO Joe Lopano; Managing Director of Domestic Planning United Airlines Jim Ferea; HCAA Chairman Robert Watkins; VP of Marketing Chris Minner; Tampa Chamber CEO Bob Rohrlack, and Dep. Director Visit St. Pete/Clearwater Tim Ramsberger toast the new nonstop flights between Tampa and San Francisco on United Airlines beginning February 2017.

p.m. It will depart Tampa at 5:50 p.m. and arrive in San Francisco at 8:45 p.m.

"San Francisco has long been a top air service development priority for the airport team and our partners," said Airport CEO Joe Lopano. "And once again, working together with our regional economic development groups and tourism bureaus, we've logged a big win. I can't even count the number of times I have been asked: When will we have a flight to San Francisco? Now I have an answer: February. I extend a sincere thanks to all those who have worked so hard to make this a reality."

The Tampa Bay community has long called for a nonstop connection between Tampa and San Francisco.

Nearly 600 people travel daily between the two regions already, making the Tampa to San Francisco Bay Area connection the most

underserved route in America. Close to 1,400 people recently joined TPA's Facebook group #TPA2SF to lend their voices in support of the new route. They talked about tourism, visiting family and friends, and business development.

The reaction to the announcement flight was overwhelming.

"AMAZING NEWS!" said Tim Hyer, a #TPA2SF member. "Can't wait for my first non-stop flight in 2017."

"Congrats to you and the rest of the TIA group," said Amy Fisher Loupin, another group member. "TIA truly is the best airport in the US! Great job!!"

"Hurrah! So Excited!!!!" commented Jeanette Kauf-Stern to the group.

"Wohoooo!!! ... Victoria Pastry and Princess cake here we come!" said Miguel Rodriguez. ■

## AHOY, MATES! IT'S THE GASPARILLA BAR AND TAMPA BAY TIMES

Tampa International Airport on Aug. 4 celebrated the grand opening of two new concessions. The Gasparilla Bar at Airside F, which is modeled after a pirate ship and serves a variety of grub, grog and specialty cocktails. The Tampa Bay Times newsstand at Airside E, named after Tampa Bay's newspaper of record, is a news and convenience store that features reading materials, coffee and grab-and-go foods by Tampa landmark bakery, Alessi Bakeries. ■



## TPA by the Numbers - 94,000



94,000: That's the number of hours logged by the Airport's Volunteer Ambassadors since the program began in July 2012. At an appreciation banquet held on July 19, nine volunteers (shown above) were recognized for 1,000 hours of service. Pictured from left to right: Guest Services Manager Scott Ericson, CEO Joe Lopano, George Stokes, Doug Prestegaard, Reginald Ferris, Kathlyn Ferris, Tal Denny, Jean Cotner, Sue Caviness, Janice Black-Bingham, Susan Zebracki-Wesely, Director of Guest Services Brenda Geoghagan and Vice President of Operations and Customer Service John Tiliacos. ■



## P.F. CHANG'S IS NOW OPEN

The first newly-renovated section of the Main Terminal is officially open to the public and the verdict is in: It's spectacular.

The east side of the Main Terminal, one of the first areas to disappear behind construction walls, features new outdoor dining terraces, all glass exterior walls, new ceilings and tiles and, of course, new restaurants. P.F. Chang's opened on July 25. It features an expansive menu, including sushi and gluten-free options. ■

# TPA Volunteer Ambassadors celebrate fourth year of helping Bay area visitors

Volunteers come from all walks of life. They are former pilots, travel industry professionals and students. Husbands and wives volunteer together, and even a father and daughter.

"When I started volunteering I talked about it so enthusiastically, she said 'I want to do that, too'," said George Stokes, whose daughter Dee Dee Lu has been by his side at the airport information booth for one-and-a-half years. (Dee Dee is heading west to Stanford this fall to work on a master's degree in engineering.)

Sandra and Richard Mullis, former cruise line employees with a long history of assisting tourists, have been volunteers since the program started three years ago.

"You meet people from everywhere," Sandra Mullis said, before ticking off the names of places: New Zealand, Russia, Puerto Rico.

Gail and Jim Agnew, another husband-and-wife team that have been volunteers from day one, are former pilots. Gail started flying Jim convinced her to climb into a plane he was piloting.

"I said if I'm going to fly with you, I want to learn how to land this baby," Gail said.

At an annual banquet on July 19 to honor volunteers, Jim was decked out in a shirt honoring Wilbur Wright and Power of Flight. He said he gets his biggest kick out of giving aviation-themed coloring books to children traveling through the airport.

"It's amazing to see how it keeps the young kids calm and the families are happy to see it," he said.

The Volunteer Ambassador program began four years ago, just in time for the Republican National Convention



The Airport hosted a gala celebration for the Volunteer Ambassadors on July 19 to thank them for the hundreds of hours that they dedicated over the past year to helping the guests of TPA.

visitors to arrive. The program started its first year with around 90 volunteers and is now up to 158 volunteers.

The volunteers have put in combined service of nearly 94,000 hours and have helped almost 800,000 guests since 2012. At the July 19 banquet, nine volunteers were recognized for 1,000 hours of service, adding to the six who reached the milestone last year.

Visit St. Petersburg Clearwater and Visit Tampa Bay lead volunteers on six familiarization trips each year so they can guide tourists to Bay area hot spots. This year's tours included the Hard Rock Café and The Florida Aquarium in Tampa and the Hofbrauhaus and a screening of "The Birds" in Vinoy Park in St. Petersburg.

"They've got real heart for the travel and tourism industry and they want to share what they learn," said Rhonda Sanborn, who organizes the VSPC tours for the volunteers.

In his remarks at the annual appreciation banquet,

Airport CEO Joe Lopano called attention to that spirit. "You believe in helping others," Lopano said. "That's a value that's important to our entire society."

John Tiliacos, Vice President of Operations and Customer Service, thanked the volunteers for helping make Tampa International Airport great.

"It's the people who work at TPA that make a difference to our guests," he said. "You're the face of the Airport, and you hit it out of the park every day." ■



(left to right) Stan Hafers, Marilyn Hafers, Bette Smith, Leatha Washington, and Sam Washington enjoy the Volunteer Ambassador Appreciation Banquet.

# Local high school students get hands-on experience through new internship program



*Celebrating the last day of a successful first internship class are the six interns along with their instructor and team of Airport advisors from various departments of the Aviation Authority.*

groundbreaking educational program here at Tampa International Airport, helping the next generation of aviation professionals get a head start in the industry," Tampa International Airport CEO Joe Lopano. "Seeing first-hand how we operate the airfield,

Brian Sawyer, Aviation Academy manager and instructor.

After successfully completing the internship, which ends Aug. 2, the students will receive college credits through Embry-Riddle Aeronautical University. The students also have the option to take an (AAAE) certification exam to earn an industry credential.

"The Tampa Bay Regional Aeronautics Academy answers the challenge to build a STEM-proficient workforce and a pipeline in Tampa Bay for aeronautics education and industry," said Pasco Schools Superintendent Kurt Browning. "This is a true partnership between our three school districts, Embry Riddle Aeronautical University, and Tampa International Airport to prepare students for high-skill, high-wage employment in the field of aviation."

Clearwater High School junior Aaron Terry loves all things aviation and knows he wants to work in the airport or airline industry one day.

His time at Tampa International Airport this summer is giving him a better idea of what exactly that might entail.

"It actually surprises me how many different jobs there are in the field," Terry said. "This experience definitely prepares you for what you'll be doing in the real world of aviation."

Terry is one of six area high school juniors and seniors currently getting a hands-on, in-depth experiences in airport management as part of a new internship program partnership between the Tampa Bay Regional Aeronautics Academy and Tampa International Airport.

The six-week summer internship program selected students from Pasco, Hillsborough and Pinellas county schools to learn all aspects of running a major commercial airport, as well as general aviation airports. The program focuses on STEM (Science, Technology, Engineering, Mathematics) learning and includes an hour and a half of classroom study each day with an instructor, followed by three hours of hands-on internship in various departments at TPA.

"We're excited to have such a

manage concessions, handle our guests and passengers and ensure safety at a large airport is something we hope these students will take with them as they pursue their interests in college and beyond."

The three female and three male students, all with an interest in future aviation careers, have had the opportunity to ride along on airfield inspections, spend time in fleet maintenance, attend airport operations meetings, learn about security procedures and customer service, visit the air traffic control tower and more.

"I even got to page someone from the AOC," said Robinson senior Jordan McDaniel, who wants to be an air traffic controller one day. "It's cool to see all the different things they do and control from the Center."

As the students have gotten more comfortable in the airport environment, they've been able to identify the departments that interest them most. Some enjoy general aviation, some like airport management and others hope to be pilots or engineers.

"It's one thing for them to learn about airport policies and procedures in the classroom, but for them to be able to go out and connect it to real-world experiences at an airport is invaluable," said

The program took nearly two years to create and was made possible with the help of former Speaker of the House Will Weatherford, Speaker Designate Rep. Richard Corcoran, Senator John Legg, and Rep. Chris Latvala, whom all worked to secure the grant funding for the program under Pasco County Schools.

Terry said he only has one gripe about the internship.

"I wish it were longer," he said. "I love being here." ■



*(left) AOC operator Jade (J.D.) Darrell teaches intern Jordan McDaniel about the functions of the Operations Center.*

## Construction continues on Skyconnect train

Crews working under Mitsubishi are busy building the concrete running surfaces for the new SkyConnect train. The running surfaces, known as plinths, run in parallel along the length of the 1.4-mile guideway, which connects the Main Terminal, Economy Garage and rental car center. The train's wheels will ride on top of the plinths. ■



## TPA LANDS TWO NEW ROUTES SERVICE STARTS BY YEAR'S END



Spirit Airlines and Frontier Airlines announced July 19 that they will bring new routes to TPA this fall. Frontier announced 4-times-a-week service to Cincinnati/Northern Kentucky International Airport in October while Spirit is adding nonstop daily service to Baltimore/Washington International Thurgood Marshall Airport this November. ■

## NEW TSA PRECHECK OFFICE DOUBLES CAPACITY FOR ON-SITE ENROLLMENT

Due to overwhelming popularity of its Precheck program, the TSA on July 25 opened a second enrollment office inside the Airport. The new office, which will more than double the on-site enrollment capacity, is located in Blue Baggage Claim next to baggage belt #7. According to the TSA, over 30,000 people have signed up at the Airport location in Red Baggage Claim since the office opened in May 2014. Begin the application process today at [TSA.gov/precheck](http://TSA.gov/precheck). ■



## TPA continues to grow its minority business partnerships

Halfway through its historic expansion, and with several other ongoing construction projects underway, Tampa International Airport's commitment to hiring woman- and minority- owned businesses is stronger than ever.

The airport has so far paid out nearly \$51 million to woman and minority firms working on the various construction projects in the expansion, which began in late 2014 and is expected to be completed by the end of 2017. The airports expects to meet or exceed its goal of paying \$122.8 million to such firms.

In June, the Hillsborough County Aviation Authority board voted to implement more initiatives targeted at increasing small, woman and minority business participation by expanding its outreach for purchases under \$100,000 and sheltering bids for federal projects under \$1 million for competition by small businesses, as well as other updates to its Disadvantaged Business Enterprise (DBE) and Woman- and Minority-Owned Business Enterprise (WMBE) policies.



(left to right) Director of Ethics, Diversity and Administration Elita McMillan, Airport CEO Joe Lopano, and VP of Facilities and Administration Al Illustrato cut the ribbon to open the Business Collaboration Center in September of 2015.



(Above) Tampa International Airport's Ethics, Diversity and Administration team receives recognition from the Tampa Bay Community Advocacy Committee as a thank you for support and participation in the TBCAC Job Fair earlier this year. Pictured from left to right: Virgil Perry of the Corporation to Develop Communities of Tampa, Inc.; TPA Business Diversity Manager Cheryl Hawkins; Vice President of Diversity Affairs for Austin Industries Inc. Simeon Terry; TPA Director of Ethics, Diversity and Administration Elita McMillan; and TPA Business Diversity Manager Stephanie Pierce.

And in December, the Authority hired new Business Diversity Manager Stephanie Pierce, whose responsibilities include implementing the DBE and WMBE programs for construction projects, including the expansion work. She works in tandem with TPA's other Business Diversity Manager, Cheryl Hawkins, who focuses on woman- and minority-owned business initiatives for the new concessions program and other non-construction contracts. Hawkins also oversees the DBE and Airport Concessions Disadvantaged Business Enterprise (ACDBE) certification process and her extensive knowledge of these programs is a great asset to the Airport as it increases its woman- and minority-owned concessionaires from three to 15.

"Increasing minority and small business participation has been an important objective for Tampa International Airport as we enter this historic period of growth and transformation," said Elita McMillan, Director of Ethics, Diversity and Administration. "By constantly updating our policies and adding staff to handle more outreach and implement more programs, we hope to include more and more woman

and minority business owners, which in turn benefits this community."

Tampa International Airport recently completed a study, examining potential and available DBE and WMBE participation, and is proposing an overall goal of 12.3 percent on federally funded projects over the next three fiscal years (FY2017-2019). The public is invited to learn more about the methodology for setting the goal and provide comments on Wednesday, Aug. 17, from 5:30 to 6 p.m. in the Authority Board Room in the third floor of the Main Terminal. For those who cannot attend, more information is available at [TampaAirport.com/business-diversity](http://TampaAirport.com/business-diversity).

"Tampa is home – it's important to be able to give back to the community that has supported me and my company for all these years," said Susan Stackhouse, CEO of Stellar Partners. "We're excited that we finally have Inside the Box grab-and-gourmet at Tampa International Airport."

"The merchandise is flying off the shelves," said Stackhouse. "This is truly a win-win partnership for everybody in the Tampa Bay community." ■

## TPA Around Town



TPA sponsored Aviation Week at the Glazer Children's Museum, representing the Airport with a booth and giveaways, plus our own Director of Marketing Kari Goetz played the role of Amelia Earhart during Earhart's birthday celebration on July 24. Earhart would have been 119 years old. ■

## Copa Schedule Change



Copa Airlines began operating a new schedule on August 10 for its nonstop flights to Panama City, Panama. The flight now departs Panama at 9:15 a.m. and arrives in Tampa at 1:43 p.m. The return flight departs from Tampa at 3:14 p.m. and arrives in Panama at 5:34 p.m. ■

## TPA PASSES ANNUAL FAA INSPECTION WITH FLYING COLORS



Maintenance employees Alex Rivera (left) and Mike Mitchell (right) repaint the airfield markings to exact specifications following the rubber removal project.

Tampa International Airport once again successfully passed its annual FAA Part 139 Certification Inspection with zero discrepancies. The rigorous inspection by the FAA inspectors includes a review of more than 120 items on their certification checklist, including the airfield, ARFF training and response time, personnel training records, the fueling facility and the Airport's Airport Emergency Plan.

Inspectors complimented the Airport Operations Team for adding additional staff in FY16 focused on Airfield Operations, including six additional Airport Operations Managers and Specialists and creating a dedicated

Safety and Compliance Manager position solely responsible for ensuring Part 139 compliance.

They noted the Airport's robust self-inspection program as well as an effective Vehicle/Pedestrian Program designed to prevent runway incursions, to which Tampa's FAA tower employees gave a lot of praise. The inspectors also commented that airfield signs, markings and lighting looked great and the records of all work done on the airfield were well-documented and explained.

The inspection also includes the training, performance and preparedness of the Airport's Aircraft Rescue and Fire Fighting Team, which performed magnificently. ■



(left to right) FAA inspector Jack McSwain meets with Airport Fire Chief Danny Olegario, Airfield Maintenance Superintendent Bruce Sather and Operations Manager Jordan Biegler during the inspection process.

## Board Brief: August

Chairman Robert Watkins convened the board meeting of the Hillsborough County Aviation Authority on Thursday, Aug. 4. Other board members in attendance were Vice Chair General Chip Diehl, Commissioner Victor Crist and Gary Harrod.

During the monthly management report, Vice President of Operations and Customer Service John Tiliacos reported that Tampa International Airport passed its annual Part 139 FAA safety inspection with no discrepancies.

"This is a big deal. No discrepancies from the FAA is huge," said Vice Chair Diehl.

State Representative Mike Miller was recognized by Vice President of Marketing Chris Minner for championing airport zoning legislation on behalf of the Florida airports during the state legislative session. This bill was the result of work with the Florida Department of Transportation. In addition, Minner briefed the board on seven new routes announced in two months including the nonstop service to San Francisco.

"Everywhere we went people would ask about the San Francisco flights. We can now say the largest unserved city pair in the country has service beginning in February," Minner said.

The board was also briefed on the FY17 budget by Vice President of Finance and Procurement Damian Brooke, and Vice President of Facilities and Administration Al Illustrato. Brooke reported that passenger numbers are up for the current fiscal year by 2.7% beating projections by over 1% with another 1.6% increased projected for the next fiscal year. The Authority is expecting another record of year of revenues with \$211 million in the current fiscal year with a projection of \$215 million for FY17. The board is scheduled to adopt the budget at its next scheduled meeting on September 1.

### E-NEWSLETTER SIGN-UP

If you prefer to receive the electronic version of the Airport newsletter delivered to your business or personal email, go the homepage of the Airport's website, 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 has really great free wifi. I am using it after boarding the plane. This has never happened at an airport before so happy*  
Dwayne McDaniel @McDwayne, July 17

*Outstanding #service at @AmericanAir counter in @FlyTPA By Anne M. Makes us want to fly American all the time! #travel #adventure #airport*  
All Aboard TV @AllAboardTV, July 27

### ON FACEBOOK:

*Congrats TPA on being voted No.3 airport again, seamless, efficient and a blueprint for other airports to follow... from curbside to airside in less than 15 mins...I hope TPA continues to improve and make updates accordingly in competing with the very best. Well done.*  
Jeremy Jerrard, July 6

*You really are the best (and the friendliest) airport in the USA, TPA. Thanks so much for being awesome!*  
Denise Pomroy, July 6

### VIA EMAIL:

*I just got off of the phone with AOC concerning an incident I had with parking in 2014 and did not want another incident with my upcoming trip! Ms. Gail (McCluskey), a representative, was SO understanding, empathetic, and sincere when discussing my options. . . She made me feel very special! I then spoke to her Supervisor, David (Hazelton), telling him what an asset Ms. Gail was for the company! Again, David was such a pleasant, understanding gentleman. I am very pleased with AOC and the way they have assisted me!!! Thank you David and Gail!!!*  
Terrin L. McKelvey-Green



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