

## SkyConnect train cars arrive at TPA

Tampa International Airport on July 17 welcomed 12 train cars designed for its new 1.4-mile automated people mover system dubbed SkyConnect.

All 12 cars, as well as a maintenance vehicle, were placed by crane onto the guideway shortly after arrival. The SkyConnect will connect TPA's Main Terminal to the Economy Garage and brand new rental car center. The system will open to the public in early 2018 following extensive testing by Mitsubishi Heavy Industries America, which is building and operating the system.

"The SkyConnect builds on Tampa International Airport's legacy of innovation and customer service," said Airport CEO Joe Lopano. "The train will allow the Airport to continue to grow in its existing footprint while taking millions of vehicles off our roadways and giving rental car customers access to more options than ever before."



Gov. Rick Scott (center), HCAA Chairman Robert Watkins (right front), Airport CEO Joe Lopano (left front) and other dignitaries celebrated the arrival of 12 SkyConnect train cars on July 17.

The Airport celebrated the arrival of the SkyConnect cars with an event at Port Tampa Bay. Speakers included airport and port officials as well as Florida Gov. Rick Scott, Tampa Mayor Bob Buckhorn, Japan Consul General Ken Okaniwa and Aviation Authority Chairman Robert Watkins.

Gov. Scott said Florida recently became the second highest state in the country for total airline passenger traffic - in part because of a \$1 billion investment in state funding to the airports, including TPA. *continued on page 2*

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## 18 ROUTES FROM Tampa!

FROM \$39\*

one way

11 NEW CITIES!

- BUFFALO
- C.O. SPRINGS
- COLUMBUS
- INDIANAPOLIS
- KANSAS CITY
- LONG ISLAND
- MILWAUKEE
- MINNEAPOLIS
- NASHVILLE
- PROVIDENCE
- ST. LOUIS

\*Seats are limited. Restrictions apply.

**FRONTIER AIRLINES**



### TPA BY THE NUMBERS



## 123,000 hours

TPA's volunteers have logged approximately 123,000 hours of service in the five years since the program began.

# Gov. Scott, dignitaries welcome SkyConnect to Tampa



*continued from page 1*

"As the Airport continues their renovations, these trains will help accommodate the millions of future passengers that the Tampa International Airport will welcome," he said.

Mayor Buckhorn, also an HCAA Board member, echoed a similar sentiment.

"This is an exciting day that would not have come without vision of the staff, the support of our local business partners and the financial commitment of Governor Scott and our Tampa Bay legislative delegation," he said.

HCAA Board Charmain Watkins said the SkyConnect project – and Master Plan as a whole – has been fantastic for the Airport and the region.

"More than 6,900 workers have played a part in constructing the SkyConnect and rental car center, logging some 3.4 million hours of work. It's had a tremendous economic impact."

Crews began construction on the SkyConnect system in November 2014 and work on the guideway structure finished earlier this year. Mitsubishi Heavy Industries built the SkyConnect cars at their factory in Mihara, Japan – a process that took about 13 months.

The SkyConnect trip from the Main Terminal to the Rental Car Center will take about 5 minutes, including a stop at the Economy Parking Garage. Once at the Rental Car Center, passengers will be greeted by 16 different rental car brands – double what the Airport currently offers.

The facility will also include kiosks for obtaining boarding



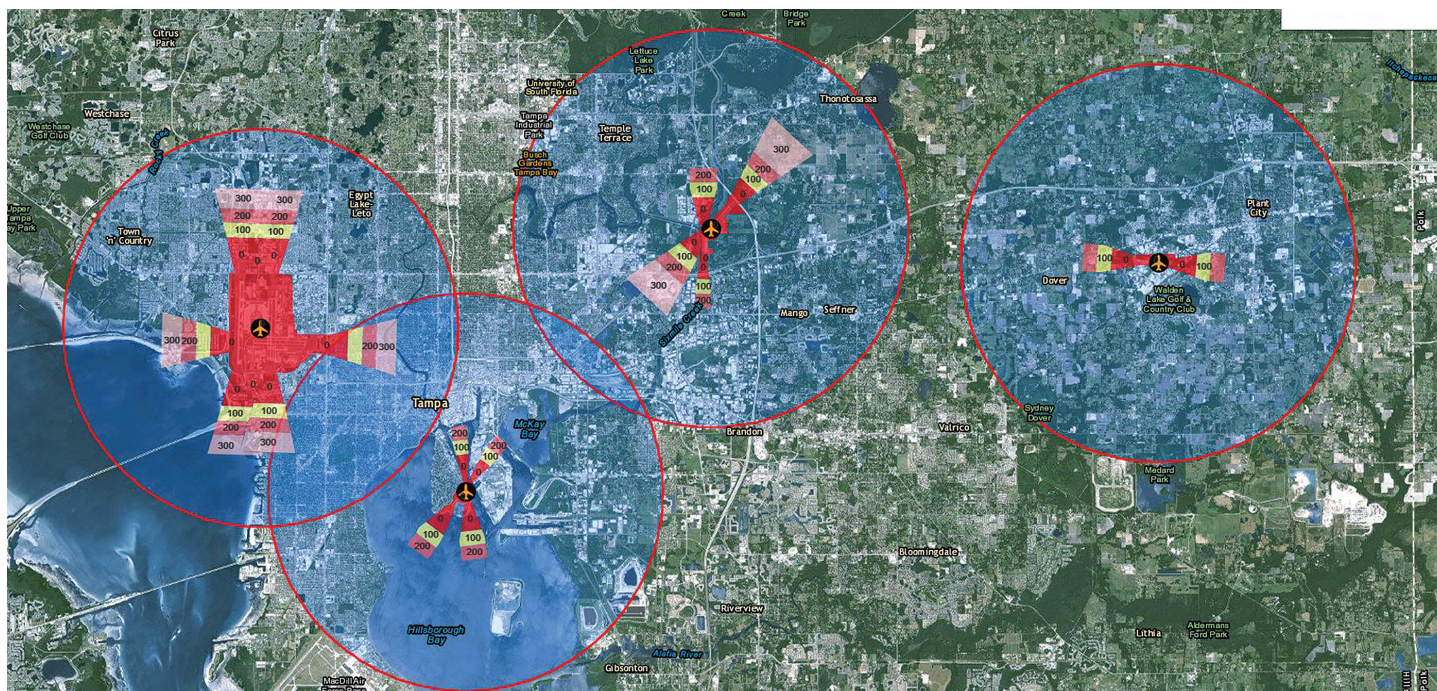
*It only took two days to lift the 12 train cars and maintenance support vehicle onto the guideway. Here are a few shots depicting the arrival of the trains!*

passes and checking bags.

The unique car exteriors feature birds commonly found in the Tampa Bay region. The Airport team worked with the Audubon Society, a conservation group focused on birds, to select the images.

"These train cars feature the latest technology and a design concept unlike any we've seen before," said Darin Friedmann, Vice President and General Manager of Mitsubishi Heavy Industries America's Transportation Systems Division. "Tampa International Airport has a long history with automated people-movers as the first airport in the world to incorporate the system into their design. We are thrilled to continue to build upon that legacy." ■

# TPA to enforce new height restrictions for drones



Proper drone operation is critical to aircraft safety. Tampa International Airport has created an interactive map showing users where they can and cannot operate Unmanned Aircraft Systems, or Drones, and what restrictions they need to follow. The map can be found at [www.TampaAirport.com/UAS](http://www.TampaAirport.com/UAS).

Beginning Sept. 1, the Hillsborough County Aviation Authority will be enforcing new height restrictions regarding Unmanned Aircraft Systems, or drones, near Tampa International, Peter O. Knight, Tampa Executive and Plant City airports to ensure aircraft safety. The new runway protection zone will include areas that restrict drone use from zero to 200 feet for recreational users.

The public was invited to join TPA for an outreach meeting to discuss the new ordinance on Wednesday, Aug. 9, at 5:30 p.m. in the HCAA Boardroom. ■



Natasha Truong (left back), Ty Mirabella (center) and Zoe Freeman (right) observed several different departments, including TSA (pictured) as part of the internship.

## Local student complete TPA internship program

Tampa International Airport's second class of summer interns completed their intense six-week program on Aug. 3. The three area high school students - Zoe Freeman, Natasha Truong and Ty Mirabella - were selected through a competitive process to participate in the Airport management course developed by the Tampa Bay Regional Aeronautics Academy. The program focuses on business and managerial aspects of a major commercial airport and can lead to an industry certification for the students. The interns' daily routine consisted of a morning of classroom instruction followed by an afternoon of site visits, tours and field instruction by various departments of the Airport. ■

## TPA crosses the half way mark on new concessions



Tampa International Airport welcomed three new concessions options in recent weeks to bring the overall number of new concepts at the Airport to 37 – more than half of the 69 total planned as part of the concessions redevelopment.

Spanx and The Body Shop opened next to each other on Airside C, while Burger 21 opened on Airside A.

Spanx, founded by Clearwater-native Sara Blakely, is a popular brand of shapewear and body-enhancing clothing. Body Shop offers passengers a wide range of unique body care products to enhance their travel experience.

Burger 21 is a popular burger joint owned and operated by the locally based Melting Pot company. The restaurant features favorite items from their street-side locations, including beef, chicken, turkey and black bean burgers. ■



Spanx (top left), The Body Shop (top right) are located on Airside C; Burger 21 (bottom right) is located on Airside A.



**NEW AIRPORT CONCESSIONS  
JOB FAIR**  
August 14, 10 A.M. – 4 P.M.  
AIRPORT BOARDROOM

Explore the various hourly, supervisor and management positions for retail, restaurants and spas coming to TPA.

Visit us online at  
[www.TampaAirport.com/employment-opportunities](http://www.TampaAirport.com/employment-opportunities)  
for more employer information.

## TPA to hold eighth Concessions job fair

Tampa International Airport will host its eighth concessions job fair on Aug. 14, from 10 a.m. to 4 p.m. in the Hillsborough County Aviation Authority Board Room.

Airport concessionaires are looking to fill 217 positions for shops and restaurants scheduled to open soon, including nearly 20 in supervisory or management positions. Participants in this month's job fair include Burger 21, Starbucks, Cigar City Taproom, TPA's spas, NY NY Pizza, Peace Love World and many more.

TPA's 7 previous job fairs have attracted 2,200 attendees. Concessionaires have filled 1,591 jobs to date. ■

# Tampa Int'l Airport's newest upgrade is a lifesaver

Many of Tampa International Airport's newly enhanced services and amenities are readily apparent and pleasing to the eye, but there is one recent upgrade that, hopefully, you may never see.

TPA recently installed the latest technology in automated external defibrillators, or AED machines. AED machines are electronic devices that can be connected to someone in cardiac distress and provide a bystander with no medical background the necessary coaching and tools to administer potentially life-saving assistance until paramedics can arrive.

Tampa International Airport recently purchased and installed 36 Cardiac Science G5 fully-automatic bi-lingual (English and Spanish) AED machines. The G5 models, a far cry from the original AEDs that were installed in the Airport in 2001, provide the latest in technology and are the first bi-lingual machines to become publicly accessible.

There are 30 AED machines located throughout the airport, including on all levels of the Main Terminal, all four active Airsides, employee common areas, Airport Police patrol vehicles, and other locations around the airfield and general aviation airports. Six new machines were added for use by the Airport Fire Department's bike medics who also patrol the campus and are on hand for many of the Airport's special events where large crowds are present.

The G5 model allows rescuers to toggle back and forth between English and Spanish

instructions with a simple flip of a switch. All of the instructions in the corresponding language are simultaneously displayed as text on a screen, making the machines



ADA-compliant and easy to confirm instructions, even in noisy public settings.

The new machines also feature iCPR pad technology which senses movements and allows the rescuer to be "coached" on correct CPR procedures. Once the pads are placed on the victim, the machine begins to assess the victim's condition and may instruct the rescuer to begin CPR or stand back so that an electric shock can be administered. If the rescuer is performing CPR incorrectly, the AED will coach them on the speed and strength of compressions.

Rob Williams, Senior Area Manager for Cardiac Science, worked with the Airport Fire Department and explained the new technology.

**“These new AED machines clearly represent the Airport's commitment to the safety of passengers, employees and visitors.”**  
- Fire Chief Danny Olegario

said Williams. “They are designed to be operated by almost anyone, even someone with no medical background or training. The instructions are clear and the device won't even go onto



TPA recently purchased 36 Cardiac Science G5 fully-automated AED machines for the Airport, including the Main Terminal and airside.

the next step until the previous step has been properly completed.”

With nearly 19 million annual passengers, along with thousands of visitors and employees using TPA every day, Airport Fire Chief Danny Olegario said, these devices will certainly be put to use.

“These new AED machines clearly represent the Airport's commitment to the safety of passengers, employees and visitors,” said Olegario. “This not only is an enhancement in customer service, this is an upgrade that can save lives.” ■

## Employee Spotlight: Rion Russell

In Rion Russell's office on the 2nd floor of the Long Term Parking Garage, there are no family photos, no momentos, no signs of what a passionate Kansas City Royals fan he is. The Hertz Rent-A-Car General Manager is not used to putting down roots and personalizing his office, having moved through six airports around the U.S. in the 13 years he's worked for Hertz.

Russell assures he is at Tampa International Airport to stay, though. The Hertz General Manager has actually been here since March of 2014 and after spending most of his life in the Midwest, has fallen in love with the Tampa Bay area. His wife and four sons feel the same.

"My wife and I have several siblings between us and our families all still live in Kansas," Russell said. "It was somewhat terrifying to pick up and move all the way down here to Florida, but now we're obsessed. My wife will never leave."

Russell grew up in Kansas City and had his sights on becoming a pastor when he grew up. He studied social work and family studies at Kansas State University, but after getting a job at Hertz straight out of college, he became interested in the business side of rental car operations and got his MBA at Friends University, a private college in Wichita.

Russell worked for Hertz in Oklahoma City, Kansas City and Wichita before becoming an area manager at the Madison airport in



*Rion Russell is the General Manager at Hertz, a position he's held since March 2014. Russell has worked 13 years with the rental car company.*

Wisconsin, then moved on to a much larger market at the Chicago Midway airport. While there, he was asked how he felt about moving to Florida. Soon, he and his family were looking for homes in the Riverview area.

Russell took over as the Hertz general manager, overseeing operations at TPA as well as the St. Pete-Clearwater and Sarasota airports. He said he's never seen such attention to customer service and communication between the Aviation Authority and the rental car companies quite like he's seen at TPA.

"Tampa Airport has really raises the bar in what they expect from us, and they demand so much more than what I've seen at other airports," Russell said. "Rental car companies tend to be an afterthought at most airports

and this feels like more of a partnership with the Authority."

Russell is especially excited to see the completion of TPA's consolidated rental car facility coming soon, having worked in one at Chicago Midway.

"Customers may not realize how much this streamlines the process when you have your fleet and car wash and operations all in one place," Russell said. "For us, the ConRAC will drastically improve speed and efficiency, and that comes down to a great experience for the customer."

Russell and his wife, Hope, enjoy taking trips to Disney World and other theme parks, and they spend a lot of time in their pool at their Riverview home or at the many baseball practices and games for their sons, 12-year-old Luke, 10-year-old Jacob and two 8-year-old twins, Levi and Joseph.

The six also love the Royals and sometimes fly back to Kansas City to reconnect with family and friends. ■

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## TPA in the World



Lt. Scott Seifer (second from right) represented the Tampa International Airport Police Department last month at a press conference celebrating the establishment of a new Juvenile Arrest Avoidance Program.



General Aviation Senior Manager Brett Fay and Marketing Manager Danny Cooper pose at this year's AOPA event in Oshkosh, Wisconsin.



TPA's Director of Operations Lloyd Tillmann speaks at this year's Florida Airports Council meeting in Miami in July.



TPA Accounting Manager Kathie Taube (center left) and General Aviation Operation and Maintenance Manager Marilyn Gauthier hang out with a pair of Game of Thrones character look-alikes during the Aviation Authority's trip to see the Tampa Bay Rays play on July 8.



Executive Vice President of Facilities and Administration Al Illustrato visits with Dan Fernandez of McKenzie Contracting. Fernandez worked on Phase 1 of TPA's expansion and, as a result, was able to dramatically grow his business.



## In the News



It's now legal to use Uber, Lyft and Wingz at Tampa International Airport.

### From the Tampa Bay Times, Aug. 3

TAMPA — Getting dropped off or picked up in an Uber or Lyft is legal now at Tampa International Airport, and those ridesharing companies are paying the airport to do so. ... The Hillsborough County Aviation Authority board of directors approved contracts with rideshare companies Uber, Lyft and Wingz [Aug. 3] to drop off and pick up passengers at the airport. In agreeing to the contract, rideshare drivers will pay a per-trip fee of \$3 for each ride beginning this month.



Tampa International Airport's Volunteer Ambassador Corps celebrated its fifth anniversary in July. Phil Coldwell (back left) was one of three volunteers honored at the event for logging 1,500-service hours. Coldwell was joined by his wife Carol Anne (left) and fellow volunteers Sandy and Richard Mullins.

### E-NEWSLETTER SIGN-UP

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Check out TampaAirport.com and click on "Airport Newsletter" located in the popular links section. The electronic version is published twice monthly and is mobile device compatible.



## WHAT THEY'RE SAYING...

### ON TWITTER



@FlyTPA I've flown thru TPA 30+ years & you remain the best airport I've been to. Always on point, quick security, clean & friendly.

- Kelly G. @kcools12, Aug 1

I'm so in love with @FlyTPA it's amazing!

- Kyle the CVICU CCRN @BenMtheRN, July 26

Shout out to @FlyTPA . I've just flown through 6 airports across the globe and none of them are nice or so put together like TIA.

Charlene @fueledbychar, July 24

### ON FACEBOOK



One of the best airports I have ever been too, hands down.

- Josh Barsness, July 2

Can't wait for them to finish up on the terminal, TPA is one of the best airports.

- Gregory Knowles, June 30

Clean. Easy. Friendly. Made my son feel at ease on his first trip to visit his sister!

- Kristi Hepner Foley, June 8

### VIA EMAIL



I am so impressed with Mr. Mike Morton of Ground Transportation...on July 24, my wife had left her cell phone in the Ladies bathroom near the Spirit Airlines arrival gates. She didn't realize it until we were waiting for the Super Shuttle at Ground Transportation. Of course she was upset, plus it was untimely because the shuttle to take us home was on the way to pick us up. I ran inside and saw Mike Morton who took my information. I later called my wife's cell number and it was answered inside Lost & Found.....10 seconds after they answered, Mike took the phone call and said "Allan this is Mike"...I couldn't believe it! He told us that we could pick up the phone the next day at Lost & Found!

- Allan & Julie Beck, July 25



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