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OFFICIAL NEWSLETTER OF TAMPA INTERNATIONAL AIRPORT

# ON THE RADAR



Before construction began, TPA's Guest Services team, pictured here, team conducted hundreds of tours a year.

## Looking to tour TPA? Let us be your Airport guide

With the historic expansion now complete, Tampa International Airport has revived and reinvigorated its tour program, catering to all ages and interests. Whether you're a class of children curious about aviation, an art or history enthusiast, or simply a visitor looking to take a self-guided walking tour, TPA's Guest

Services Representatives are ready to show you around one of the most loved airports in the country.

Check out our listing of suggested tours and educational programs, which now includes a Public Art Tour and a Sustainability Tour, by visiting [TampaAirport.com](http://TampaAirport.com). Want something special

that you don't see on the list? Our Guest Services Department is happy to accommodate your group and try its best to design a tour that fits your interests.

For more information, contact Guest Services at (813) 870-8759 or email [SBlakley@TampaAirport.com](mailto:SBlakley@TampaAirport.com). ■

## Long Term Monorail to close for extended period

The Long Term Monorail will close Feb. 18 for roughly three months to facilitate necessary repairs to the ceiling and roof above the Level 5 Monorail Bridge. The service will be unavailable to guests and employees during this time.

The 24/7 closure is expected to last through May.

TPA will place extensive signage throughout the

Short Term and Long Term garages to help passengers and guests navigate the change. Passengers who park in Long Term and need extra help are encouraged to use the assistance phones located in every elevator core.

During this time, employees parking in the Nest will need to access the Main Terminal via the Long Term walkway on Level 4. ■



The Long Term Monorail closes Feb. 18.

### IN THIS ISSUE



#### Lufthansa increases service

Lufthansa to fly 6 days a week beginning in April.



#### 5K on the Runway

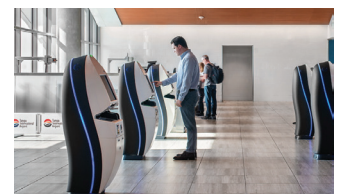
Hurry up and book your spot for the 5K - they're going quickly.



#### Active shooter drill

TPA helped put on an active shooter drill for first responders.

### TPA BY THE NUMBERS



## 300,000

That's the milestone number of bags handled by our Remote Bag Check area at the Rental Car Center, which opened one year ago this month.



## Lufthansa to expand TPA's nonstop Frankfurt service



Beginning April 1, Lufthansa will expand its TPA-Frankfurt nonstop flights from four days weekly to six days, creating more flexibility in scheduling and serving more passengers during the high season. The added frequencies will be in place at least through December and possibly beyond. Tampa International Airport's international passenger numbers have been rapidly growing in recent years, including new service to the UK and Canada on new carriers Swoop and Norwegian Air this past fall.

Also in the fall, Lufthansa replaced its Star Alliance livery at TPA with the Mainline Lufthansa plane, which offers more business class seating to better serve its customers. ■

*Lufthansa's 6 times-a-week service begins April 1, giving you more flexibility to get to Europe.*

## You're invited: Saturday, Feb. 16, between 2 p.m. and 6 p.m.!

A family of three is shown in a toy store. A woman with curly hair is holding a young girl, who is holding a stuffed animal. A young boy is standing next to them, also holding a stuffed animal. They are all smiling. The background is filled with shelves of toys.

JOIN US FOR THE  
**GRAND OPENING  
CELEBRATION**  
OF OUR 69 NEW SHOPS, RESTAURANTS AND SPAS  
*#explore***TPA**

The Tampa International Airport logo, featuring a stylized bird or wing design next to the text "Tampa International Airport".

## 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](mailto:Newsletter@TampaAirport.com). We welcome your comments, feedback and suggestions.*



## Employee Spotlight: Nora Bajrami



*Nora Bajrami began at the old Brookstone news convenience store in the Main Terminal nearly 10 years ago.*

store in the middle of the Main Terminal almost 10 years ago, before TPA redeveloped its concessions program. During the concessions redevelopment, Nora moved to NewsLink's Time Zone/Shades at Airside C and then when Shoppes at Bayshore opened in November, she transferred there as a supervisor.

The bright, eye-popping mini-department store is one of the gems of TPA's Main Terminal redevelopment and Nora loves creating visuals like the jewelry stands, clothing on the mannequins and holiday table displays of candles, chocolates and other fun gifts. She loves working for her boss and mentor, Juan Barcia, and the NewsLink team, which she said has given her opportunities that she never dreamed would be possible when she first started working at TPA.

"Everyone who works [for the Authority] makes us feel like family and like we're a part of the same team," she said. "[TPA CEO] Joe Lopano comes through here all the time and says hi."

Nora is a natural at her job, having grown up with an interest in décor and design and a long career in retail. She and her twin brother were born in Philadelphia and raised in Brooklyn by her Albanian grandmother for part of her childhood, an aunt and uncle in Fort Lauderdale for the other part. Her uncle called her "Miss Hollywood," a

*To the weary traveler, Nora Bajrami is a breath of fresh air. The Shoppes at Bayshore store supervisor greets each guest passing through with a genuine and friendly hello, curious about where they're from, what they're looking for and how she can help.*

"I love helping people," she said. "I want people to leave this store happy, whether they buy anything or not."

Nora's a familiar fixture at TPA, having started at the old Brookstone news convenience

*"I love helping people - I want people to leave this store happy, whether they buy anything or not."*

store to her flair for fashion and the spotlight. Nora finally moved full-time to Florida when she was 21.

She worked for Publix in Fort Lauderdale for six years, which she really enjoyed, but then her aunt and uncle whom she was living with moved to Tampa and she went with them. There wasn't an immediate position for her at Publix in Tampa so she began working at Dillard's at the Brandon mall.

It was there she honed her retail sales skills as well as developing an eye for creating attractive displays that drew customers in and helped sell clothing and merchandise. She also worked for a teen clothing store called Gadzooks – later acquired by Forever 21 – and became a pro at developing certain looks for different buyers and working with the latest trends.

When she came to the Airport, she discovered a completely different variety of customers – business people in a hurry, couples on vacation, families looking for items to entertain children on flights. More and more lately – especially at Shoppes at Bayshore – she's seeing fashion-conscious customers looking for fun beach-inspired attire, unique jewelry pieces and other clothing and gifts that remind them of Tampa Bay.

"One lady from New York came in here and spent \$900 on clothing in one stop," Nora said. "She said she doesn't find looks like this back home."

Nora begins her day in the 24-hour store at 4 a.m. and goes home around noon, spending her evenings and weekends with her husband Bobby, a scrapyard worker, and her 6-year-old son Dylan and 1-year-old daughter Neime, named after her grandmother.

When she's not working or spending time with her children, Nora loves to make custom-designed letter artwork for children's nurseries and bedrooms and refurbish old furniture to create vintage looks. She does a lot of fashion hunting at Goodwill. Her career in retail has given her a special gift for finding the right pieces and the right fit, no matter what budget or occasion.■



## Active shooter training brings local first responders together



TPA AOC Manager Tony D'Aiuto gives a simulated press conference addressing the mock active shooting incident. Roughly 70 first responders attended the training event.



TPA Officer Bradley Dilley participates in the simulation as a member of the contact team.



TPA AOC Manager Frank Bueno simulates dispatch coordination to the incident response.

Using the latest in technology from C3 Pathways, an emergency response training company, Tampa International Airport hosted a three-day training in January for first responders from around the region. Dispatchers, paramedics, law enforcement officers, fire rescue workers and other emergency personnel from various local agencies used interactive video game-like software to

practice different active shooter scenarios, learning how to work together in response. The training, organized by TPA AOC Manager Tony D'Aiuto and held at the Falkenburg Road Jail auditorium, helped the participants learn the importance of communication, collaboration and speed through the use of the simulated scenes. ■

## Elva Hreiðarbsdóttir: The artist behind the art in TPA's gallery



Meet Elva Hreiðarbsdóttir, an Icelandic artist whose artwork is bringing her home country to life in TPA's gallery.

In the heart of Reykjavik, Icelandic artist Elva Hreiðarbsdóttir sits alongside a streaming river as the river rocks wear down, taking a new shape and eventually changing the landscape before her. She sketches a rough image, snaps a photo of her surroundings and heads back to her studio, where her graphic memories come to life.

With glue, weathered rocks, broken basalt and sand, Elva creates a distinct artwork, exempt from replication.

She practices collography, adding ink or pigment to her collages to finish the pieces.

Elva says she has always been inspired by nature and how it reforms itself.

"My most profound memory of my childhood was the feeling of being free outside in nature by the seashore, climbing mountains or just being out in the nature and feeling its power," Elva said.

By partnering with Icelandair, which began nonstop Reykjavik service at TPA in September 2017, and the Tampa Bay Business for Culture and the Arts, the Airport brought this unique artist to the region. After traveling 3,612 miles from Iceland to Tampa, 21 of Elva's pieces now hang in the Airport gallery, giving passengers the chance to experience the small country's brilliant nature.

The artist hopes that her exhibit in Tampa will encourage travelers to visit Iceland and make a connection with the landscapes beyond the frames.

The exhibit will be in the Airport Gallery between the Main Terminal and the Airport Marriott until Summer 2019. ■



## Bay to Bay opening marks completion of new program



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

On Saturday, Feb. 2, the construction walls for Bay to Bay / Mixx came down at Airside F, completing the Airport's Concessions Redevelopment Program that includes 69 new shops, restaurants and spas. The NewsLink stores combine a shopping and grab-n-go experience in the Airport's international terminal.

Bay to Bay is a news convenience store, offering travel essentials like magazines, books, health and beauty products and convenience items. They also

offer local favorites like pastries from La Segunda Bakery and Piquant, fresh brewed Kahwa coffee, and Cater Me Fit sandwiches and salads, bringing a taste of the Tampa Bay area to Airside F.

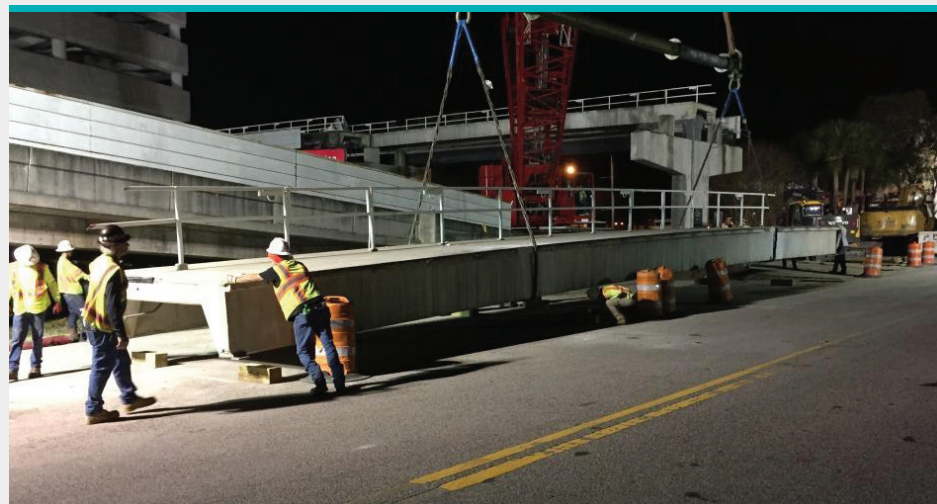
Mixx is a new women's fashion concept offering a variety of brands and designers such as ZL, Aquavita, Perle by Lola and Marlyn Schiff. The fashions embrace the Florida resort life style and are sure to impress the domestic and international passengers. ■

CONCESSIONS CORNER

## Demolition work coming along at old rental garage, guideway

Demolition crews with Kimmins Contracting have successfully removed most of the old Airside D guideway and have made steady progress tearing down the old Red Side Rental Car Garage.

The demolition is part of the second phase of work on the Master Plan, a three-part capital program that will increase the Airport's capacity to 34 million passengers each year. Removing these structures helps make room for new express curbsides.



*A crane places a span of the old Airside D guideway on the ground. Once lowered, the spans are immediately hauled off site to be recycled. All demo work is done overnight to minimize inconvenience to TPA's guests.*

The demolition consists of removing the guideway's large concrete spans, demolishing the concrete columns that support them, and removing dozens of concrete panels that line the sides of the old Red Side Rental Car Garage.

The removal is no easy feat, requiring nightly Red curbside closures Monday through Friday from 8 p.m. to 4 a.m. for most of the month of February. ■

FOLLOW OUR PROGRESS



## TPA in the World



Tampa International Airport employees, friends and family members were out in force for the 2019 Gasparilla Children's Parade on Jan. 19. The parade provided ample bead throwing opportunities as well as a chance to show why TPA is America's Favorite Airport.



Traffic Specialist Regina Glenn, Traffic Supervisor Nicole Minnifield and Traffic Specialist Mike Minnifield pose for a quick picture at the MLK Day Breakfast on Jan. 21.



Business Diversity Manager Stephanie Pierce, Police Officer Jimmie Bizzle, Police Officer Ashlee Burge, Dispatcher Christina Velasquez and Airport Dispatcher Tonya Haigler attended the MLK Breakfast on Jan. 21.



## TPA in the World



Members from Tampa International Airport's Operations team visited Orlando International Airport's airfield earlier this month for an inspection in advance of their Part 139 FAA inspections. The team included Senior Manager of Airfield Operations Brian Washburn, Airfield Compliance Manager Lloyd Hersey, Senior Manager of Safety and Resilience Jordan Biegler and Airport Operations Manager Stacey Skeet.



Dortresia Johnson, TPA's Volunteer Services Coordinator, was one of about 70 representatives from Tampa International Airport at the Tampa's MLK Day Parade on Jan. 21.



(From left to right): Mark Peterson, Janet Scherberger, Marcus Session and Brandon Taugner attend the 2019 Synapse Summit in late January in Tampa. More than 5,000 people attended the innovation event at Amalie Arena.



Director of Finance Jason Watkins recently began his second year on the national Oracle Applications Users Group (OAUG), which is the world's largest education, networking and advocacy forum for Oracle Applications users. He was also elected to the Board of the Florida Institute of CPAs, with his term starting this July.



Guest Services Supervisors Giomarie Santiago and Betty Farkas-Hart attending The Excelling as a Manager or Supervisor Seminar held at the Tampa Holiday Inn North on Jan. 25.



## In the News



United Airlines is growing its footprint at Tampa International Airport.

### From the Tampa Bay Business Journal, Feb. 8:

United Airlines Inc. is seeking to develop a new maintenance facility on the airport's property. The airline is proposing to lease 9.5 acres east of the airfield for construction of a two-bay maintenance hangar and apron to accommodate 737 aircraft used in United's operations. ■



### From the Tampa Bay Business Journal, Feb. 8:

The Tampa airport is set to start an agreement with Aruba Airlines to take over an existing popular service to Cuba. TPA is expected to approve an agreement with Aruba Airlines, also known as Arubaanse Luchtvaart Maatschappij N.V. Inc., on Feb. 14, to assume the charter flight service from Cuba to Tampa that was previously being provided by Swift Air. ■

### E-NEWSLETTER SIGN-UP

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## WHAT THEY'RE SAYING...

### ON TWITTER



*Congratulations to our friends at @FlyTPA on opening the last of their 69 new experiences. All the recent improvements have made it even more of a pleasure to #UnlockTampaBay by air. Keep up the great work as one of the best airports in the world!*

- @SantiagoCorrada, Feb. 5

*Tampa airport is amazing and so organized - got through security and to the terminal in like 15 minutes*

- @NikkiRiddle, Feb. 1

*This is one of my favorite airports in the U.S. @FlyTPA has natural lights in all terminals. Love it!*

- @EriksonYoung, Jan. 28

### ON FACEBOOK



*Clean, beautiful, and fantastic customer service. I swear even the TSA agents are super friendly! Show up early or mosey your way out by stopping at one of the local eateries in terminal for a bite or fancy cocktail. It's a slice of the best food, drink, and shopping Tampa Bay has to offer!*

- Ally Cook, Feb. 2

*Tampa is the best airport to get in and out of...without issues!*

- Robin Desmore, Jan. 31

### VIA EMAIL



*Ana Torres (Guest Services) you were such a great help to me at the Tampa airport earlier this evening.*

- Will Klein, Chairman, SKYMED Group of Companies, Feb 4



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