

2017: Major construction progress, new air service on the horizon

After a busy 2016 filled with rapid construction progress and major air service announcements, Tampa International Airport is poised to see a year of even more growth and transformation. It starts quickly.

In mid-January, TPA will install the final beam connecting the new rental car center to the people mover – a major construction milestone that signifies the completion of much of the heavy lifting on the project. In the first half of the year, the new SkyConnect trains will be delivered from Japan. Later in the year, crews will finish construction on the four train stations.

As construction progresses outside the Main Terminal and airsides, crews will be working inside to bring in new shops and restaurants and to create a more open and modern aesthetic. The Airport expects to open more than 40 new shops and restaurants in 2017, including new open markets – known as marches – in Airside F and Airside C. All four outdoor terraces will also be open.

Meanwhile, there are a host of new routes coming to Tampa International Airport in 2017, headlined by the start of nonstop service between Tampa and San Francisco on



The Airport will celebrate major construction milestones early in the new year, including the installation of the final beam connecting the new rental car center (shown above) with the people-mover station. Also, more new concessions will be opening along with the outdoor terraces in the Main Terminal.

Feb. 16. Around that same time, both Spirit and Delta will add new service to Boston.

Later this summer, TPA's largest carrier, Southwest, is adding two new, daily nonstop service to LaGuardia Airport. These new air service developments come as TPA pursues numerous new domestic and international destinations, including cities in South America, Europe and the West Coast. ■



TPA's passenger-friendly layout remains a traveler favorite and is a factor in the Airport's security wait times being consistently among the lowest of any large airport.

TPA places second in latest J.D. Power Airport Satisfaction survey

Tampa International Airport is once again among the best airports in North America, according to J.D. Power. TPA was ranked as the second best airport by the recently released J.D. Power 2016 North America Airport Satisfaction Study. This is the second year in a row TPA was named No. 2 by the study. The study, conducted with the feedback of over 38,000 frequent travelers, examined areas such as Airport accessibility, check-in process, security and shopping. The efficiency and passenger-friendly layout of TPA was often cited in survey results and the Airport ranked first overall in security wait times. The Airport earned the honor despite being in the middle of almost \$1 billion in construction. ■

TPA welcomes Alabama and Clemson football teams for College Football National Championship

Tampa International Airport welcomed thousands of College Football Playoff National Championship game fans, players, coaches and media members earlier this month, making the first impression in one of the Tampa Bay area's biggest events in years. Fans began arriving shortly after the new year began and TPA rolled out the red carpet - orange for Clemson - as the University of Alabama and Clemson University football teams arrived via charter planes on Jan. 6. On Jan. 9, the day of the game, hundreds of private jets flew in, keeping our General Aviation team and Sheltair busy through the night, as many left immediately after the game. Lots of fans arrived at TPA overnight, camping out at the Airport before departing early Jan. 10, keeping our concessions, TSA team and guest services busy all night. Thank you to all who helped create a warm welcome and departure for the teams, fans and media!



Hundreds of invited guests, including fans, local youth football players, a high school marching band and representatives from the local travel and tourism organizations were on hand to welcome the Alabama Crimson Tide as the team arrived for the College Football National Championship.



While thousands arrived on commercial and charter flights, hundreds more arrived for the College Football National Championship in privately-owned aircraft. More than 320 general aviation planes were parked at Tampa International Airport by gametime with nearly half of them departing immediately after the game.

Runway 10/28, the Airport's east-west runway, and several taxiways were closed to operations in order to be used for additional aircraft parking. ■

Tampa International Airport's general aviation fixed-base operators, Signature Flight Services and Sheltair welcomed an estimated 320 aircraft for the football game.

TPA BY THE NUMBERS: 239,916,482

Carriers at Tampa International Airport moved 239,916,482 pounds of cargo in Fiscal Year 2016. That's an increase of 33.33 percent over the previous 12 months. ■



Southwest Airlines and TPA make history together with new Havana flights

While most of the Tampa Bay area slept during the pre-dawn hours of Dec. 12, Tampa International Airport's Airside C buzzed with excitement as it kicked off a celebration filled with festive Latin guitar music, coffee, pastries, straw hats and a beautiful island-shaped cake.

Southwest Airlines, TPA and hundreds of passengers and special guests celebrated a wonderful milestone: The first scheduled commercial flight from Tampa to Cuba in more than 50 years.

The new route flies daily to Havana at 6:15 a.m., returning each evening, and will offer the convenience and great prices passengers have come to expect from Southwest. While Tampa has offered successful charter services to Cuba since 2011, Southwest's new service will make it easier, more affordable and more accessible for the many Cuba-American families that live in the Tampa

Bay areas, as well as U.S. citizens wishing to visit for the first time.

On the morning of Dec. 12, TPA staff, local dignitaries and news media watched the first passengers board the full plane. Among those passengers was Southwest CEO Gary Kelly, who delivered a welcome message both at the gate and on the plane before arriving at the José Martí International Airport a little more than an hour later. There, he was greeted by the Havana airport director, and the two exchanged gifts and kind words.

Southwest is one of only eight airlines given U.S. Department of Transportation authorization to fly to Cuba, and only 20 cities – including Tampa – were granted the nonstop

service to Havana. Tampa has the county's third-largest Cuban-American population and has seen more than 300,000 passengers fly to Cuba since launching charter flights in 2011.

To book a flight to Havana, visit Southwest.com. ■



Southwest Airlines' CEO Gary Kelly welcomed passengers as they boarded the inaugural nonstop flight to Havana. It was the first commercial flight between Tampa and Havana in more than 50 years.

Peter O. Knight Airport selected to host prestigious aircraft fly-in event

The Aircraft Owners & Pilots Association has selected Tampa's Peter O. Knight Airport to host its prestigious 2017 Regional Fly-In event. The event, which will take place Oct. 27-28, is expected to draw thousands to its workshops, clinics, exhibitors and 700 aircraft on display.

The AOPA is the largest aviation association in the world and the Regional Fly-In is estimated to create more than \$700,000 of economic impact, as well as national exposure to the Tampa Bay area and Peter O. Knight. Each year, the Association picks one airport from four U.S. regions to host the Fly-In. The Hillsborough County Aviation Authority submitted a proposal to host the event in June 2016 and was

selected earlier this month.

"We're excited to partner with AOPA to bring a Regional Fly-in to the Tampa Bay area and the Peter O. Knight Airport," said HCAA Director of Operations Lloyd Tillmann. "The Aviation Authority has extensive experience coordinating large events and we are looking forward to showcasing our community and opening our airport to pilots from across the country."

The Fly-In will feature two days of activities, including aircraft exhibitions, entertainment and

workshops and speakers covering a range of topics that will include some that are location specific, taking advantage of the geography of each area. For more information visit AOPA.com. ■



The two-day general aviation event is expected to draw thousands of visitors and more than 700 aircraft to Peter O. Knight Airport located on Davis Islands in Tampa.



Final beams in place on SkyConnect guideway

The final steel beam for TPA's new people-mover guideway is now in place. With that major milestone, the entire 1.4 mile guideway from the Main Terminal to Economy Parking to the new rental car center is fully connected. In total, the guideway is made up of 507 steel girders and concrete beams. The largest beams, which crossed over the top of the Airside A guideway, weighed upwards of 100,000 pounds. ■

Rescued sea turtles land at Tampa Executive Airport

Tampa Executive Airport received a special delivery on Dec. 21 when several loggerhead turtles arrived after suffering injuries from extreme cold weather and being rescued by Boston's New England Aquarium. The Aquarium flew them to toasty Florida, where Clearwater Marine Aquarium, SeaWorld and The Florida Aquarium will help rehabilitate the 19 turtles. ■



Airport makes record donation to Toys for Tots



Tampa International Airport capped off the 2016 holiday season with employees donating a record 3,202 toys to Toys For Tots - the largest single donation in all of Hillsborough County. The Toys For Tots campaign team employed creative fundraising efforts such as a bake sale, chili cook-off, raffles and department competitions to generate additional funds to purchase toys.

Dozens of boxes were filled to the brim with toys for all ages, including 55 bikes, thanks to the generosity of hundreds of Aviation Authority employees along with donations from Airport partners including Pemco, Jacobs Engineering Group, Kimmins Contracting, Austin Commercial, Skanska and American Infrastructure Development. ■

Southwest announces nonstop service to New York's LaGuardia Airport



Southwest Airlines will begin daily nonstop service to New York City, Tampa's most popular destination, beginning in June.

Southwest Airlines on Jan. 5 announced it will begin twice-a-day nonstop service between Tampa International Airport and LaGuardia Airport on June 4. The flights, which will be introduced with fares as low as \$89, will provide a low cost carrier option to TPA passengers' most popular destination, New York City.

"Southwest Airlines is pleased to bring nonstop service to

New York's LaGuardia Airport, the number one market for the Tampa community," said Andrew Watterson, Senior Vice President, Network and Revenue, at Southwest Airlines. "We are here to connect our customers to the places and people that are important in their lives, in ways that no other airline in Tampa can - with our low fares, up to two bags that fly free, and no change fees."

The new service will further expand Southwest's footprint at TPA, where the airline recently launched daily flights to Havana, Cuba as its first international service from Tampa. Southwest is TPA's largest carrier with approximately 35 percent of the Airport's passengers using the airline each year.

Nonstop service to LaGuardia is a significant addition to Southwest's already popular connections to Washington D.C., Philadelphia, Las Vegas, Chicago, Dallas and dozens of other cities around the U.S.

Beginning June 4, flights will depart Tampa at 5:40 a.m. and 2:35 p.m. daily, with return flights from LaGuardia departing at 8:55 a.m. and 6:15 p.m. daily.

The tickets are on sale now and can be booked at Southwest.com. ■

TUMI/SWAROVSKI OPENS AT AIRSIDE F

Tampa International Airport officially welcomed TUMI/Swarovski to Airside F on Dec. 13. The new retail offering brings an upscale boutique-vibe to the Airport's international terminal. Swarovski is returning to the Airport after operating four years in the Main Terminal, selling high-quality crystal jewelry, decorations and gifts. TUMI is new to the Airport and offers upscale luggage, locks, hand scales and other travel accessories.

With these new additions, the Airport has now opened 23 of the 69 shops and restaurants coming to the Airport. ■



Employee Profile - Roger Picard



Lt. Roger Picard has a special way with TPA's most vulnerable passengers. He holds the hand of the elderly woman who has fallen on the way to catch her plane. He lets the nervous little boy, flying for his first time, ring the bell on his paramedic bicycle. He stays calm for the woman with chest pains and soothes the frantic parent of a child who slipped and bumped her head. He calls family members waiting on the other side of the flight, letting them know what happened to their loved ones and what to expect once they arrive.

"I look at every person like he or she is a family member," Picard said. "If this were my grandmother and she fell and was scared, I would hold her hand and reassure her everything was going to be okay."

And he's sincere about it. Picard has loved every day of being a Tampa International Airport Fire Rescue paramedic, ever since arriving nearly 23 years ago. He likes that there's an extra customer service aspect to being an airport medic that you don't necessarily see with other fire rescue jobs. He's enjoyed watching TPA grow, change and develop over the years, including now as the Airport undergoes a historic expansion to add more buildings, people and vehicles for the fire rescue staff to cover.

Picard goes to work with his black lab K-9 search and rescue dogs, Pilot and Party Girl, who are FEMA-certified and trained to sniff out survivors

in wreckage or collapsed buildings. Party Girl is 9 years old and slowing down, in two years of remission after a cancer scare. Pilot is a 3-year-old bouncing ball of energy, pulling his handler by the leash, eager to get out and explore the world every day. They are his fourth, fifth and last service dogs, he said, as he is nearing the end of a long and wonderful career.

With dreams of becoming a doctor, Picard realized early into his college studies that the workload and academic expectations might be a bit much for him. He wound up attending community college in southern California, then went to paramedic school, which he loved. He enjoyed working with people, administering first aid and learning how to save lives, and he knew he'd found his calling. He found himself working in his first internship with the Los Angeles Fire Department – an eye-opener for a kid with no hands-on experience – and then got his first job with a small fire station in the Palm Springs area.

He and his wife often visited relatives in the Tampa Bay area and decided in the mid-90s to move here after Picard found a job with Tampa Fire Rescue. Picard became part of the area's first urban search and rescue squad and got his first dog, a yellow lab named Jessie that he found in the newspaper classified ads and had to train himself.

Two months after he took Jessie to get certified by FEMA, Picard got his first search and rescue call. The World Trade Center towers had collapsed after terrorists flew planes into them and several hundreds of people were inside. He was deployed for 16 days to New York City, where and he and K-9 Jessie spent seven of those days at the site working in the South Tower. It was an experience that was both haunting

and heartening as he watched New York City residents come together to help one another during the crisis. Having Jessie's companionship and seeing her enthusiasm for working, he said, is what kept him going every morning during that time.

Since then, Picard has helped with K-9 search and rescue missions all over the country, including Hurricanes Katrina and Charley, and he was deployed to Haiti to assist with earthquake recovery. He has been through a few dogs, most of which come from the same kennel in Maine and have been trained to find live survivors.

While he likes doing such important work at disaster sites, Picard is happiest doing his day-to-day duties at TPA, where he helped launch the bike paramedics program last year.

"It's a privilege to come out here, get on a truck and go out and help people," Picard said. "I try to treat everyone with respect and compassion and the Airport helps me do that."

Picard lives with his wife, a nurse, in Oldsmar and they have two grown sons, one of whom is expecting Picard's first granddaughter in March. Picard, who is as fit as ever at almost 60 years old, is an avid cyclist. He recently registered for an upcoming 35-mile off-road bike challenge. ■



Picard describes 3-year-old Pilot, his fifth service dog, as a bouncing ball of energy eager to get out and explore the world every day. Picard and Pilot are one of only about 250 search and rescue K9 teams in the United States.

TPA Around Town



Tampa International Airport's Director of Concessions Laurie Noyes was at the 10 News studios for Great Day Tampa Bay to promote the Airport's fifth concessions job fair on Jan. 4. (Pictured left to right, host Michael Clayton, Ulele Chef Eric Lackey, Laurie Noyes and host Stephanie Webb. ■



Airport CEO Joe Lopano was in Washington D.C. on Dec. 8 for the first meeting of the National Advisory Council for Travel and Tourism Infrastructure. The group will advise the U.S. Secretary of Transportation. ■

TPA hosts fifth job fair as more new concessions get ready to open

Tampa International Airport hosted its fifth public job fair on Jan. 4 to fill nearly 300 positions in new concessions including, Illy, Chick-fil-A, Burger 21, Cigar City, Marche C, Panda Express as well as the Concessions Receiving and Distribution Center. The latest job fair attracted 231 applicants with many being hired on the spot for positions such as station attendants, utility workers, cooks, cashiers, baristas and logistics specialists. ■



FRIDAY FLIGHT ON JAN. 20

Catch the first Friday Flight of the new year on Jan. 20 with local Blues and Soul performer The Taylor John Band. The band will perform in the atrium between Airsides A and C between 4:30 and 6:30 p.m.

The event is free and open to the public. ■

TPA recognized as one of Tampa Bay's Most Generous Workplaces



Nearly \$100,000 of the Airport's record donation to United Way Suncoast was raised by the Airport's annual 5K Runway Run. The next run is scheduled for April 22, 2017.

Tampa International Airport was recently recognized as one of Tampa Bay's 100 Most Generous Workplaces by United Way Suncoast. The Airport moved up to No. 23 from No. 35 in 2016 rankings thanks to a record donation of \$138,776 presented by the Airport at the end of the campaign. Nearly \$100,000 was raised by the annual 5K Runway Run that offered 2,000 runners the unique opportunity to run on the Airport's main runway. Additional funds were raised through employee events and donations. ■

In the News

Tampa International Airport CEO Joe Lopano was named the Tampa Bay Business Journal's 2016 Power 100 Person of the Year. The Business Journal listed many of Lopano's accomplishments over the past year, including several major new air service announcements and significant progress on the Airport's \$1 billion expansion project while maintaining the Airport's ranking for customer satisfaction. ■



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WHAT THEY'RE SAYING...

ON TWITTER:

@FlyTPA is still my favorite airport in the country. so far, nowhere else beats it. #sofreshsoclean #freewifi
Christina @Catch_Chriissy, Jan. 3

@TSA- as usual, a quick and easy process at @FlyTPA. I love flying through this airport. Thanks!
Michael Hios @MichaelHios, Jan. 2

I am always impressed with MY hometown airport. They are handling the holiday crowds with smiles and efficiency! LOVE MY @FlyTPA #BestInClass
SipsnTips @SipsnTips, Jan. 1

They've done a stellar job improving connectivity @FlyTPA. Lots of computer desks and every bank of seats has electrical and USB outlets!
Michelle Cloutier @MichelleClout, Dec. 18

ON FACEBOOK:

Always has been my favorite airport. As a frequent flyer, I have flown to or through nearly every major airport in the country. Even with the current construction, TIA (TPA) is one of the easiest to navigate, has absolutely the nicest TSAs, rarely has a long line at the security checkpoint and has the best restaurant assortment, both before and after the security checkpoints.
Shellie Bill, Dec. 30

After a long day of delays, my final connection was through Tampa. It was refreshing to see the sofa seats available and I was able to recharge my phone and laptop while waiting comfortably at the airport! That doesn't happen too often anymore!
Heeral Desai, Dec. 20

Amazing airport. Modern, clean and no long waits for really anything. Getting through security is very fast and parking is convenient.
Brandy Miller, Dec. 20



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