

TPA lands nonstop daily to San Diego



Southwest Airlines on June 22 added its 38th nonstop flight - and first to the West Coast - from TPA.

San Diego, here we come! On June 22, Tampa International Airport's largest carrier, Southwest Airlines, announced it will launch daily nonstop flights to San Diego beginning Jan. 8, 2018.

The new service is a major win for the Airport and the Tampa Bay region, especially for the business community. TPA research shows that traffic between the two markets is heavily driven by business passengers, with strong links between our defense, aerospace and medical industries.

"This service is going to be a game-changer for us," TPA CEO Joe Lopano said. "Southwest is very committed to this market and this new flight to San Diego furthers that commitment even more."

This is Southwest's 38th nonstop destination from TPA and its first on the West Coast. Monday through Friday, the flight will depart TPA at 9:40 a.m. and arrive in San Diego at 11:55 a.m., then depart San Diego at 12:45 p.m., arriving at TPA at 8 p.m. On Saturday and Sunday, the flight will depart San Diego at 9:05 a.m. to arrive at TPA at 4:30 p.m., then depart TPA at 4:50 p.m. and arrive in San Diego at 7 p.m.

San Diego was one of three domestic

targets presented to the Hillsborough County Aviation Authority Board in November 2016 as part of TPA's five-year Air Service Development strategy. In less than eight months, TPA has secured service to two of the three on that list - San Diego and Salt Lake City - with service to Salt Lake beginning Dec. 18. Portland is the remaining domestic target market.

"This really is keeping Tampa on the grid, so to speak," Lopano said. "It's really important for us to be connected to these West Coast destinations as we grow."

Internationally, TPA is targeting Mexico City, Lima, Bogota, Amsterdam, Manchester and Dublin.

The San Diego announcement comes as the Airport is experiencing record passenger numbers, including the busiest March and April on record with nearly 3.8 million passengers passing through our gates.

Lopano credited the Airport's air service development team, including Chris Minner, Executive Vice President of Marketing, and Kenneth Strickland, Director of Research and Air Service Development, for landing the new route and for many recent air service successes. ■

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Three new concessions options open at Airside A.



New public art at Airside F

Check out Tendril by Daniel Canogar at Airside F.



Yeager escalators open

The Yeager escalator bank is now open to the public.



Spirit adds flights

Spirit Airlines recently added two new destinations from TPA.



TPA BY THE NUMBERS



10,190

TPA's SkyConnect train cars traveled 10,190 miles to get from the Mitsubishi factory in Japan to Port Tampa Bay. The train cars arrived in early July.

Hundreds attend Phase 2 contractor networking event

Tampa International Airport held an information and networking meeting on June 27 for anyone interested in working on Phase 2 of the Master Plan expansion.

The event, held in the Marriott Grand Ballroom, drew more than 300 contractors, engineers, architects, subconsultants and subcontractors. It served as an opportunity to learn about specific upcoming dates and milestones, to network with other companies and for potential partners to ask questions.

The networking opportunity follows two previous outreach events: An Open House on April 27 and another outreach event on June 9. ■



Roughly 300 people interested in working on the second phase of Tampa International Airport's Master Plan attended a June 27 networking event.



Three new concepts join TPA's concessions program

Dylan's Candy Bar, Shades of Time and Chick-fil-A, all located on Airside A, are the three latest openings in Tampa International Airport's concessions redevelopment.



Dylan's Candy Bar is a brightly-colored candy emporium founded by Dylan Lauren, the daughter of designer Ralph Lauren. The store features a prominent "candy tree" with a huge assortment of bulk candy, Belgian gourmet chocolate bars, chocolate-covered snacks and nostalgic novelty candy, including vintage options like Clark bars, Turkish Taffy, Big Hunk and Mallo Cups.

Shades of Time, located right next door, offers the top names in fashion sunglasses and designer watches and pens.



Chick-fil-A is one of the region's most well-known and loved fast food restaurants. Besides their signature chicken sandwich, this location offers their hand-spun classic milkshakes.

With these latest options, TPA has now opened 33 of the 69 new shops and restaurants coming to the Airport, including most of the food and beverage options. ■

Thirty-three of the Airport's 69 new shops and restaurants are now open at Tampa International Airport, including Shades of Time (top), Dylan's Candy Bar (middle), and Chick-fil-A (bottom) located on Airside A.

TPA wows visitors with first new public art installation

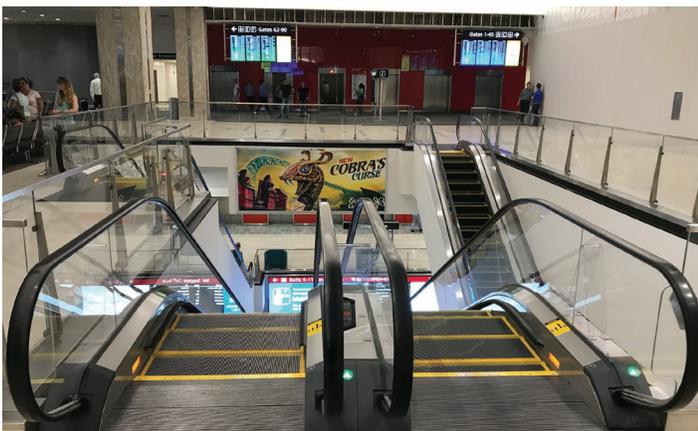


Tendrils, by Daniel Canogar, is now fully installed and operational on Airside F. The hanging LED sculpture is the first public art installation under TPA's new public art program.

The next time you're in Airside F, look up! The first of nine new public art installations at Tampa International Airport is now complete. *Tendrils*, by Daniel Canogar, is a hanging sculpture made of ribbon-shaped metal strips and LED screens that coil around the trusses of Airside F's central space. The flexible LED screens will display time-lapse video animations showing the growth of Tampa Bay's native flora, evoking the image of native vines curling around a trellis. The installation is a continuation of the artist's fascination with "representations of ruins that depict nature reabsorbing what was built by humans." Canogar is a visual artist specializing in photography and video, and creating new media installations. He's always wanted to make artwork for an airport. "Got my wish," he said. ■



Artist Daniel Canogar (center) unveiled the work on Sunday, June 25 at a small reception.



Yeager escalators now open in Main Terminal

The Yeager escalator core, located in the northwest corner of Tampa International Airport's Main Terminal, is now open and operational. The escalators were completely removed and replaced as part of TPA's ongoing Main Terminal Expansion and Concessions Redevelopment project led by Skanska. With the escalators now open, TPA has completed work on two of the four large escalator banks. All of the Terminal's escalators will eventually be replaced. ■

Spirit launches two new routes

Spirit Airlines is growing again at Tampa International Airport. On June 15, the airline announced it will begin new daily, seasonal service from TPA to Hartford's Bradley International Airport and Pittsburgh International Airport. The flights begin Nov. 9 and bring an ultra-low fare option for Northern residents to escape the cold and enjoy Florida's beautiful weather. ■



Spirit expanded its footprint at TPA with the addition of new routes to Hartford and Pittsburgh.

Stretch and Flex takes over Tampa International Airport



More than two dozen HCAA employees participated in a group Stretch and Flex routine in the Main Terminal in June.

Stretch and Flex is taking Tampa International Airport by storm.

The health and wellness activity, which involves 10 to 15 minutes of stretching multiple times a week, is part of TPA's "BeWELL!" program. The program is designed to promote the importance of physical, emotional and mental wellness.

The Stretch and Flex concept originated with design-builder Skanska USA, and was later piloted by the Airport's Maintenance Department. There are currently multiple weekly opportunities to participate in Stretch and Flex activities in various departments throughout the Authority. ■



Several executives, including CEO Joe Lopano and Executive Vice President of Facilities and Administration Al Illustrato, joined the stretching activity.

Airside managers focus on customer service and safety

Building relationships and eyes for detail keep Airport in order and partners informed.

Chris Giokas steps out onto the guideway to Airside E, surveying everything around him, eyes peeled for anything out of order.

"Like this," he says, gesturing to a screw protruding from a temporary railing. "That's a potential safety issue. It's my job to see things like this and get them addressed before they become a bigger problem."

It's the kind of detail most people wouldn't notice.

But it's Giokas' job to notice everything related to Airside E - from the ticket counters the Airside E airlines use to the security screening stanchions, flight information monitors, gate hold areas and ramps.

He's part of Tampa International Airport's Airside Management Program, which assigns managers to a single airside where they get to know every corner of the terrain, develop strong lines of communication with stakeholders and address issues before they turn into complaints.

Those issues may be a carpet stain near a ticket counter, a restroom that needs a clean-up or ground service equipment that needs to be relocated on the ramp.

"A lot of it is basic stuff," Giokas said. "We're here handling the minor things

“ I spend so much time here, I see things other people might not. It becomes like your second home. You know how everything works and where everything is, so you know when something's out of place.”

- Chris Giokas

on a daily basis while also building relationships, so when the big things happen, like a plane diverted from another airport, we all know each other and work better together.”

Since January 2017, the team has seen more than 100 airside work orders through to completion and managed a make-over for service animal relief areas. They also keep tenants up-to-date on construction impacts, safety-related topics and concession openings.

"The tenants and our partners come to know us as their friends and neighbors and co-workers," said Mark Witt, who supervises the program. "We've become a source of information. They have a familiar face they can ask questions to. It's almost like a concierge service."

The airside managers also play a big role in year-round upkeep that supports the airport's annual Part 139 safety inspections conducted by the FAA.

They organized a series of FOD (Foreign Object Debris) walks in March and April where teams of HCAA employees and airport tenants worked together to pick up foreign debris on the airport's air operations area (AOA) that poses a safety hazard to aircraft, passengers and employees.

The Airside E walk turned into a friendly competition, with an award given to the person who contributed the most - by weight - to the effort.

"We're talking about collecting pebbles and luggage zippers. It takes a lot to get any real weight," Witt said.

The total haul at all airside: 67 pounds.

Those types of initiatives strengthen camaraderie and improve performance.

"Instead of a phone call or an e-mail, we're meeting face-to-face," Giokas said. "It's been great getting to know people on a personal level. And that always results in better outcomes." ■

MEET THE TEAM

TPA created its airside manager program as a way of addressing issues before they turn into complaints. Each operations specialist is assigned to a specific airside so they can get to know every corner of the terrain and develop strong lines of communication with stakeholders, including airlines and concessions operators.

AIRSIDE A



Stacey Skeet



Nevada Smith

AIRSIDE C



Mike Hushek

AIRSIDE E



Don Fizell



Chris Giokas

AIRSIDE F



Robert Furman



Brian Barnott



Employee Spotlight: MaryEllen Lee

Growing up in Tampa with her parents and eight siblings, MaryEllen Lee dreamed of one day being a flight attendant. But there were stringent requirements for stewardesses at the time and she didn't make the cut.

Several decades and many, many industry changes later, MaryEllen finds herself 30 years deep into a career in aviation after all – no height requirement needed. As a manager for Eulen America, which operates baggage handling and other services for WestJet, American and Eastern airlines, Mary Ellen has works closely with the Hillsborough County Aviation Authority to provide high quality customer care and efficient service.

It's a job she still enjoys returning to every day, mainly because of the familiar faces and the relationships she has formed over the past three decades.

"I've visited and worked with several different airports throughout my time here, and I have to say, the group of people here at the Aviation Authority

are the best," MaryEllen said. "Any time I call Danny Glennon or Eleanor Robichaud or anyone in operations or maintenance for help with something, I know they're going to be right on it. It's not so much the work I love – it's the people."

MaryEllen grew up in the central Tampa area, attending what was then Brewster Vocational High School, and worked for many years in the banking industry. After one bank merger after another in the 1980s, MaryEllen



MaryEllen Lee is a manager at Eulen America, which manages baggage handling and other services for WestJet, American and Eastern airlines.

decided she was ready for a change. She read about some job openings at Eastern Airlines and showed up to apply. When she walked into the job fair, though, she saw 2,000 people waiting in lines to be interviewed.

"I thought, 'I'm not doing this,'"

MaryEllen recalled. She had to pick up her daughter from kindergarten so she found an application, filled it out and handed it to someone, thinking she'd never hear anything back.

Even when Eastern Airlines called to offer her a job, she thought

it was her sister playing a prank. She played along sarcastically before realizing she was, in fact, on the phone with an Eastern representative. She began working at TPA as an administrative assistant to the Eastern station manager shortly after that call.

Since then, MaryEllen has survived many airline industry changes, including the end of Eastern in 1991, which she remembers as being "very emotional." She was out of work for most of a year when she landed

a job back at TPA with America West, then four years later as a supervisor for Cayman Airways, then for Aircraft Service International Group (ASIG) when Cayman began outsourcing its ground handling services, then Eulen. She has been with Eulen for the past seven years.

MaryEllen said she has seen a lot of changes at TPA and in the aviation industry over the years, the biggest being the tightened security after 9/11. She remembers taking her children and grandchildren on the TPA shuttles and allowing guests to greet passengers at the jet bridge, sometimes even boarding the plane to greet them.

MaryEllen and her husband, Bob, live in Odessa on a lake, where they've enjoyed water skiing and boating. MaryEllen's three daughters still live in Florida, as well as her stepson and stepdaughter, and between her and her husband, they have nine grandchildren and three great-grandchildren.

MaryEllen and Bob love to travel when they can. They've been all over the country and world and are planning a trip to Italy in the fall. ■

“I've visited and worked with several different airports throughout my time here, and I have to say, the group of people here at the Aviation Authority are the best.”



TPA in the World



TPA showed up in force at this year's St. Pete Pride Parade on June 24. Attendees included (left to right) Diane and Alan Stull, William Johnson and his partner Adam, Debbie Stokes, David Golden and his partner Scott, among many others.



Bonnie Yauilla (right) represented HCAA at Hillsborough County's Road to Success event on June 9. The event aims to help small/woman/minority-owned businesses bid on road contracts.



TPA Police Officer Traci Dietz and K-9 Vika were recognized on June 17 by the American Kennel Club at the Florida Fairgrounds. Officer Dietz and Vika were selected among 20 law enforcement K-9 teams from West Central Florida for their work during the Presidential Election in providing explosive detection services. She was joined on stage by Sgt. Jeffrey Browning (left) and Executive VP of Operations and Customer Service John Tiliacos (center.)



The TPA team poses at Tourism Gives Back on June 15 along with their can sculptures. Team members included (left to right) Florinda Wells, Jan Black, Anny Bolder, Jean Evans, Clair Friday, Bette Smith, Phil Coldwell, Scott Ericson, Dortesia Johnson, TJ Rutherford, Mary Baltzell, Ilana Goldenberg, John Evans, John's daughter, Norma Bludsaw, Tiffani Cruse and Debbie Stokes.

In the News



San Diego will get its only nonstop flight to Tampa with Southwest Airlines starting next year

News of the new TPA-San Diego service captivated travelers in both Florida and California.

FROM THE SAN DIEGO UNION-TRIBUNE, JUNE 22:

San Diego will get its only nonstop flight to Tampa, starting next year, Southwest Airlines announced [June 22].

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Tampa represents San Diego's second largest domestic market without a nonstop route. The largest is Reagan National airport in the Washington, D.C. area, said Hampton Brown, director of air service planning for the San Diego International Airport.

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The once-daily flight, which is scheduled to start Jan. 8, also comes with an introductory fare sale that will be available for booking starting Thursday and ending next Monday. The promotional fares, as low as \$99 each way, will be available for travel between Jan. 8 and March 7, with some restrictions.

FROM THE TAMPA BAY BUSINESS JOURNAL, JUNE 23:

Daniel Canogar spent two weeks at Tampa International Airport in Airside F carefully arranging slender strips of coiled metal and LED screens into his artistic vision. Canogar told the Business Journal:



"The love of my life is public art," he said. But, not many projects come up at airports so when the opportunity at TPA arrived, he jumped at it. "I love airports," he said. "I've traveled a lot and spent a lot of time in airports."

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WHAT THEY'RE SAYING...

ON TWITTER



@FlyTPA is an awesome airport. Good food choices. Easy layout. Good TP in restroom. Fast baggage claim. Smooth process.

- Girly Things by *e* @girlythingsby_e, July 3

@FlyTPA Huge thx to Herbert & Jeff of pkg staff for helping me patiently when car died today at TPA. So nice. Made my tough day better.

- Ace Padian @acepadian, July 1

FlyTPA best airport in the best city :D Srsly tho, I will never not talk about how much I love this airport & I will never fly @ 6 am again

Amina @aminaspahic, June 30

ON FACEBOOK



Still great, even with all the construction projects.

- Melinda Torrey Bacon, June 8

Very easy to get from point A to B. Loved the staff.

- Jamilah Mallory, June 8

Easy in and easy out. It's one of the best airports to fly in and out of in the US. Love our airport!

- Ryan Bookout, June 6

VIA EMAIL



I recently had the opportunity to return to TPA after a few years away, and I am again convinced this is the best airport anywhere! I travel globally often, and there is no other airport so comfortable, accessible, and friendly as TPA. I particularly love the power/connectivity at TPA and the BEST TSA officers in America. I hope your expansion doesn't spoil the "hometown" feel of TPA, because I always feel like I'm coming home when I travel here.

- Ryan Bookout, June 6



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