

# ON THE RADAR



Tampa International Airport is on pace for another record-breaking year for passenger traffic.

## TPA sees record passenger numbers

Tampa International Airport served a record 2,192,602 passengers in March, making it the busiest single month in Airport history.

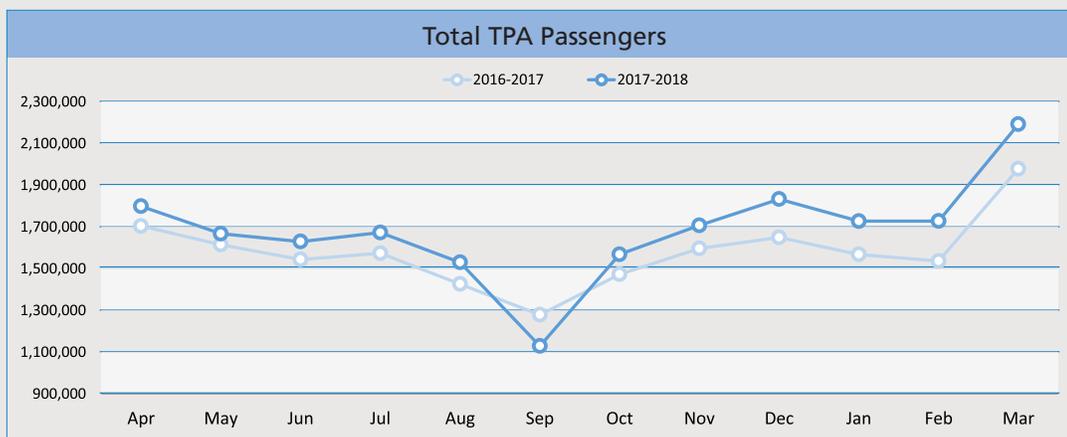
The record beat the previous high set in March 2017 by 213,358 passengers – a 10.8 percent jump – and wraps up a busy first six months of fiscal year 2018.

Since the fiscal year began on Oct. 1, TPA has served 10,761,239 passengers, jumping 953,684 passengers, or 9.7 percent over the same period the previous year.

The strong passenger numbers were propelled by both domestic and international passenger growth. International passenger travel was up 12.3 percent while domestic was up 9.6 percent.

Frontier Airlines was TPA's fastest growing carrier, seeing 116.7 percent growth, and more than doubling its total number of passengers to 683,776 during this period. Spirit Airlines saw 45.5 percent growth, and served 845,942 passengers. Southwest Airlines, TPA's largest carrier, grew 4.3 percent – serving 3,543,819 passengers.

Airlines at Tampa International Airport added 22 routes during this period, including 12 aboard Frontier and six aboard Spirit. Southwest added nonstop flights to San Diego while Delta added new service to Salt Lake City, helping bolster TPA's service to the west coast. TPA also added a new airline, Air Transat, with new seasonal service to Montreal and Toronto. ■



### IN THIS ISSUE



#### Another successful 5K

2,000 participate in the 6th annual 5K, raising nearly \$100,000 for charity.



#### People movers galore

TPA hosts people mover experts from around the world.



#### Phase 2 is here. Get ready.

Workers are boring holes, taking measurements and getting ready for Phase 2 to go vertical.



### TPA BY THE NUMBERS



## 75,721

Since opening on Feb. 14, TPA's remote bag check has handled 75,721 bags at the Rental Car Center. Southwest accounts for 54,730 - or 72 percent.

# New remote bag check delights guests, turns heads



TPA's remote bag check/boarding pass kiosks have been hugely popular with passengers, with guests checking some 75,000 bags to date. Southwest passengers are the largest users.

Checking your luggage has never been easier at Tampa International Airport.

Since opening at TPA on Feb. 14, the Airport's new remote bag check service has surpassed all expectations and has quickly become a popular amenity for many guests passing through the new Rental Car Center.

To date, TPA has processed more than 75,000 bags, including nearly 55,000 from Southwest Airlines, easily surpassing the Airport's initial projections.

"We're extremely pleased with the new service and we believe it adds tremendous value for our passengers," said Beth Zurenko, TPA's Vice President of Real Estate. "We positioned our remote bag check near the SkyConnect entrance in the Rental Car Center so it could be easily used by all of our guests. It's been tremendously popular so far."

Bags, the company that manages the remote service, routinely processes upwards of 1,000 bags per day with a peak around the 2,500 mark – more than three times the initial projection.

"This new service is going gangbusters – it's really a

great amenity for TPA's guests," said D'Anne Mica, a spokeswoman for Bags, which is based in Orlando. "The service is turning heads from airports around the country who are interested in the technology and service."

The service is currently available to Southwest, Delta and American passengers. Alaska, Frontier, JetBlue and Spirit airlines are expected to be added in the near future. To use the service, passengers must check their bag 90 minutes prior to departure.

The busy service has meant that Bags has needed to bring on even more employees than initially thought. Bags currently has about 60 employees and is looking to add another 30 to support operations. Mica said the service is great for hurried passengers and families towing large amounts of luggage.

"It really takes away a lot of the stress of traveling," she said.

TPA is one of the first, if not the first, airport to offer a remote bag check and boarding pass area servicing multiple airlines. Passengers are able to print their boarding pass and bag tag, drop the bag off at the counter, and board the SkyConnect – all without having to lug their bags through the terminal.

Maria Rhodes, the General Manager for Bags at Tampa International Airport, says that passengers routinely comment on the convenience of the remote bag check service. She said a key piece of the success of the system is its location and the user-friendly nature of the kiosks.

"The passengers absolutely love this service," she said. "They absolutely do."

For those looking for an even higher level of service, Bags also offers Bags VIP luggage delivery where guests can skip bag claim altogether. Bags employees will retrieve your checked luggage at your destination airport same-day and deliver it within 100 miles of your airport.

Travelers can sign up for the VIP delivery service at [maketraveleasier.com](http://maketraveleasier.com) ■



The service is located in the SkyConnect station near the Rental Car Center's south escalator core.



A whopping 2,000 runners and joggers descended on TPA's Runway 10-28 for this year's 5K on the Runway. It was the first year with the new route.

# New runway, new experiences

Tampa International Airport's 6th Annual 5K on the Runway was a huge success, drawing 2,000 participants and raising nearly \$100,000 for United Way Suncoast. This year's course, for the first time, took runners up and down Runway 10-28 – TPA's east/west runway. Check out some of the sights from this year's successful race! ■



Runners and joggers sported a wide variety of fun costumes to help get them across the finish line.



Top: Runners gather at the starting line.  
Bottom: Airport CEO Joe Lopano offers up a little encouragement.



Volunteers encouraged runners to keep going along the route.

# People mover experts get dose of TPA's past, future



Tampa International Airport played host to dozens of people-mover experts for this year's International Conference on Automated People Movers & Automated Transit Systems.

As home to the oldest people mover system in the world and the latest people mover system completed, Tampa was the perfect host city for this year's International Conference on Automated People Movers & Automated Transit Systems.

Engineers, professors, transportation

project managers and other industry experts from around the world spent three days discussing and learning about people movers systems this week, and 100 of them spent this past Tuesday afternoon touring Tampa International Airport. The Airport provided a fascinating look at both its revolutionary shuttle system

unveiled in 1971 and its state-of-the-art SkyConnect system unveiled in February.

"The SkyConnect maintenance facility was absolutely stunning," said Mike Gray, Director of Firstco, a London-based company that has worked on people mover systems for London airports, subways and cross-rail systems. "That's something that would make loads of maintenance guys jealous."

Joseph Sang-Hyun Kim, Vice President and COO of Woojin IS America, said he was impressed with the entire design of TPA.

"I'm amazed at how those who built this airport thought so well into the future and that the government leaders and community supported such a groundbreaking design that you could build on later," he said. "Not many cities have that kind of vision." ■

## Dozens visit TPA for National Take Your Child to Work Day



More than 40 kids visited Tampa International Airport for National Take Your Child to Work Day.

Tampa International Airport hosted a group of about 40 kids for the 2018 National Take Your Child To Work Day event on April 25. The busy day began around 8:30 a.m. with a welcome breakfast followed by airport tours,

including a visit to the ARFF, a ride on the SkyConnect and hanging out with the Airport Police K-9 units. Each child received a welcome package, including a T-shirt. ■

# Phase 2 work begins at south property area

In the large dirt field across from the new Rental Car Center, crews are already boring holes and taking measurements for what will soon be a state-of-the-art office building and hotel with a shared atrium.



Crews are already performing enabling work on the empty lot shown here.

The work marks the first steps toward construction of Phase 2 of the Master Plan.

Crews have completed geotechnical work – evaluating the subsurface conditions – and are readying the site for development.

Actual construction could begin as early as November when the HCAA Board of Directors is expected to award the construction contract for the south development area. This includes a new pedestrian bridge, atrium and an expanded remote curbside. The pedestrian bridge will connect the Rental Car Center to the new atrium.

Once approved by the Board, work will begin underground, with crews constructing foundations, running utilities and other underground civil work. Office building construction, which is being handled by an outside developer, will begin during summer 2019.

The pedestrian bridge, atrium, remote curbside and new office building are expected to be completely finished and ready for occupancy in late 2020. ■

## Get your Mother's Day deals at TPA

Mother's Day is coming up fast and Tampa International Airport has you covered with discounts on everything from perfumes and lotions to sunglasses and sportswear.

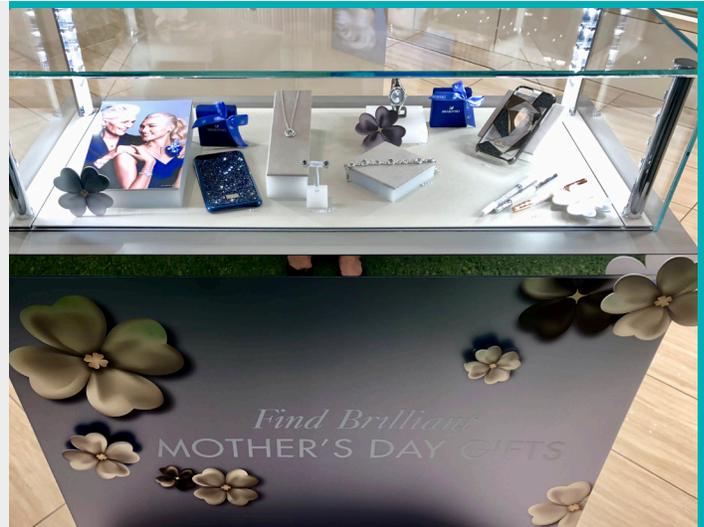
The Mother's Day specials run from May 10 to May 12, and range from 20% to 25% percent at each of the following locations:

Main Terminal: 20 percent off Mindworks/Tampa Bay Sports.

Airside A: 20 percent off Ron Jon Surf Shop and Stellar Bay News.

Airside C: 25 percent off Time Zone/Shades and NewsLink; 20 percent off Stellar Bay News; \$40 for The Body Shop Customizable Tote + 15 percent off (\$83 value).

Airside E: 25 percent off AirEssentials/InTune, BookLink; 20 percent off duty free store



TPA's concessionaires are offering Mother's Day deals on a wide-variety of items.

Airside F: 20 percent off duty free store; 20 percent off Swarovski/Tumi and Stellar Bay News

All employees should request the discount at checkout and show their employee ID. Certain restrictions may apply. ■



## Employee Spotlight: Kerri-Lyn Francis

A typical day for Kerri-Lyn Francis goes down like this: Wake up around 3:30 a.m., get her South Tampa massage and wellness clinic open before the first client arrives at 5 a.m., treat clients and do administrative work until about 2 or 2:30, then head to Tampa International Airport, where she's a joint venture partner of Terminal Getaway Spas, TPA's new massage and nail spas at each of the airside.

She still somehow manages to fit in seven to eight hours of sleep and a workout in between clients.



Kerri-Lyn Francis is a joint venture partner of Terminal Getaway Spas, which can be found on each airside.

entrepreneurial spirit make her a perfect fit for TPA's new spa concepts, which are new to the Airport and working to gain recognition and new clients as part of the concessions redevelopment program. As a small business owner already running a successful wellness clinic called KLynergy, she was approached by Terminal Getaway Spas to be a local partner in the new TPA locations and she decided to give it a shot.

"It wasn't on my radar to pursue a spa service business in an airport but I'm glad the opportunity presented itself," Kerri-Lyn said. "I'm excited to be here. It's challenging to start any sort of new concept in a new environment, but I'm learning and growing. It's all about recognizing patterns and learning the mindset of a traveler."

Born and raised in Rhode Island, Kerri-Lyn was the oldest of three siblings, played soccer and was always interested in health and wellness. After college, she began teaching applied sciences and massage therapy courses to healthcare professionals at a medical university in Virginia. She also launched her own massage therapy practice at the same time, setting a goal of eventually opening her own clinic.

Eight years ago, Kerry-Lyn moved to Tampa in hopes of carrying out that goal.

"I took a leap of faith and moved here knowing no one," she said.

But within a year, KLynergy was in business, attracting clients from all over the Tampa Bay area. The clinic provides massage, acupuncture, nutrition counseling, reflexology and other areas of wellness, and Kerri-Lyn also puts a strong focus on proper training of her therapists and ongoing education.

Kerri-Lyn never thought she'd find herself working at an airport but was happy to take on the extra job as a partner

*"It's challenging to start any sort of new concept in a new environment, but I'm learning and growing."*

in the Terminal Getaway Spa business, which has opened up a whole new world of wellness clients. All of the spas offer therapeutic chair massage and the spas at Airsides C and E also offer manicures and pedicures for women and men.

She hopes to tap into the market of traveling clients as the spas begin to make a name for themselves at a rapidly growing airport.

"The traffic is here," Kerri-Lyn said. "The question is: How do we connect with our guests? How do we create that experience that they remember and want to repeat? We're kind of like a hidden gem right now."

The key to balancing such a heavy workload throughout the week, Kerri-Lyn said, is doing what she loves. She gets excited about going to work every day and helping people feel better.

When she's not working, she's doing two other things she loves – volunteering her time to community organizations and traveling. A Leadership Tampa alum, she gives her time to several local non-profit and charitable organizations and served as the President of Artemis Guild of Alpha House.

Recently, Kerri-Lyn broke her foot playing soccer. As her foot healed, she also signed up for her first marathon, which she just completed a few weeks ago in Rome, Italy.

"I think your best growth happens," she said, "when you push yourself to the extreme." ■



*(Top row) Carol Cowan, Melissa Solberg, Kari Goetz, Elita McMillon, (bottom row) Emily Nipps, Stephanie Pierce, Ann Davis, Beth Zurenko and Lisa Assetta attend the Tampa Chamber of Commerce's 2018 Women of Influence luncheon on April 26.*



*TPA CEO Joe Lopano (right) joins Orlando International Airport's CEO Phillip Brown for a tour of Orlando's facilities on April 20.*



*Executive Vice President of Marketing Chris Minner dons a hard hat during a trade mission to the new Mexico City International Airport.*



*Director of Ethics, Diversity and Administration Elita McMillon, Assistant General Counsel Michael Kamprath and General Counsel/EVP of IT Michael Stephens pose during the 2018 George Edgecomb Bar Association banquet.*



*Director of Research and Air Service Development Kenneth Strickland talks to Joseph Bell, International Trade and Development Manager for Enterprise Florida, on a trade mission to Mexico City with Global Tampa Bay.*

# In the News



## From the Tampa Bay Times, April 25:

Tampa Bay Times food critic Laura Reiley recently toured several of the new concessions

*The Tampa Bay Times went on a whirlwind tour of TPA concessions.*

at Tampa International Airport, including such favorites as Four Green Fields, RumFish and Ulele. Read about

her taste experience and all of the exciting new offerings at TPA in the Tampa Bay Times. ■



## From the Tampa Bay Business Journal, May 3:

Even though Frontier Airlines saw the biggest percentage increase in passengers at Tampa International Airport in March, Southwest Airlines saw its traffic to Cuba soar.

Southwest, TPA's largest carrier, served 747,854 passengers in March 2018, a 6.5 percent increase over March 2017. The Dallas-based airline's flights to Cuba grew by 18 percent in March, it was reported at the Hillsborough County Aviation Authority's monthly meeting Thursday. ■

### E-NEWSLETTER SIGN-UP

Want a digital version of the Airport newsletter? Go to TampaAirport.com and click on "Airport Newsletter" located in the popular links section. The electronic version is published twice monthly. Have a story idea? Send it to enipps@TampaAirport.com.



## WHAT THEY'RE SAYING...

### ON TWITTER



*@FlyTPA Love the airline check in and bag drop off by the car rental return. Great idea.*

- @GBP662, May 2

*How nice!!! Love it good job @FlyTPA you are the best! Very proud to live in the @CityofTampa*

-@DBopina, April 28

*The new rental car area at @FlyTPA is awesome. After we dropped our car off yesterday @Enterprise we used the new remote baggage check-in system. Can we just say it was awesome.*

- @JScheisler, April 22

### ON FACEBOOK



*My mom and I packed my SUV so full and yet when we arrived st Tampa International to pick up my sister to head to our "girls trip", her suitcases wouldn't fit. Kenny "G" (Garcia) jumped in and asked if he could help load the bags. Omg. Little did he know, we had to pull everything out and start again. In the end he said this is what makes great memories and stories! He was amazing. Tried to tip him and he wouldn't hear of it. I'm in my 60s and I can tell you - he's a special so young man! My sister was going to go back inside and rent a car to follow. Holy cow what a mess that would have been ! #vacationsaved !*

-Debbie Jones, April 28

### VIA EMAIL



*Just wanted to say that my mom was flying in and out of TPA on last Thursday and out today 4/24. Both times she was lucky enough to have Roberto C. as her wheelchair assistant to and from the gate. Great guy, great personality and my mom loves him. He truly made her trip a better experience.*

- Glenn Smith, April 24



Visit us online at TampaAirport.com or connect with us @FlyTPA



"Tampa International Airport" and "The Spirit of Flight" logomark are registered trademarks of the Hillsborough County Aviation Authority. ©2018 Hillsborough County Aviation Authority. All rights reserved.