

## UPS begins new freight service at TPA



UPS will operate both narrow-body 757s and wide-body Airbus A300s as part of their cargo operations at TPA.

UPS officially began flying out of Tampa International Airport last month - further strengthening TPA's rapidly growing cargo operations.

The cargo giant will fly in and out of TPA two to four times a day, operating both

narrow-body 757s and wide-body Airbus A300s. The flights are another boost for TPA's rapidly growing cargo operations. Between July 2015 and today, cargo operations have increased by 50 percent. TPA has the second highest level of cargo growth since 2010, trailing only Cincinnati/Northern Kentucky International Airport. ■

## TPA ambassadors tour the region

Wearing distinctive red or blue shirts and broad smiles, TPA's volunteer ambassadors are the friendly faces that greet visitors to the Tampa Bay region, answering questions on everything from ground transportation to dining and entertainment options.

And thanks to TPA's partnership with Visit Tampa Bay and Visit St. Pete/Clearwater, the Airport's 200-person strong volunteer team can speak from first-hand experience about a range of museums, wildlife centers, breweries and cultural attractions throughout Pinellas and Hillsborough counties. Twice-a-year "familiarization tours" for volunteers have taken them to Pinellas beaches, Busch Gardens, the Clearwater Marine Aquarium, Dunedin



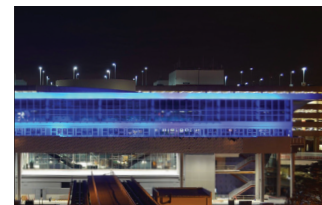
A group of TPA's ambassadors stop at the Dali Museum in St. Petersburg as part of their recent tour.

Art Center, Tampa History Museum, the Riverwalk and the Yuengling Brewery.

In late October, the volunteers met with Visit St. Pete/Clearwater staff and got an in-depth tour of the Dali Museum in St. Petersburg.

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### IN THIS ISSUE



#### Lighting up the night

TPA has turned on the lights at two of the SkyConnect stations



#### TPA welcomes new art

Artists have installed two additional art pieces on Airside F.



#### United for health & safety

United Airlines hosted its inaugural Safety, Health and Wellness Fair on Oct. 19.



### TPA BY THE NUMBERS



## 5,500 guests

Roughly 5,500 guests came out to Peter O. Knight the last weekend of October for the AOPA fly-in event.



## LED lights brighten up TPA's new SkyConnect stations



Tampa International Airport is lighting up the night - or at least our new SkyConnect stations - with brightly colored LED lights. The new lights are part of the Airport's modern SkyConnect system, which transports passengers from the Main Terminal to Economy Parking and the new Rental Car Center.

## TPA helps Puerto Rican passengers

Tampa International Airport, Hillsborough County and the City of Tampa are working together to help citizens from Puerto Rico displaced by Hurricane Maria.

Passengers arriving on Southwest and JetBlue from San Juan are greeted at baggage claim by Airport and county representatives who distribute packets with information on area resources available to assist with relocation.

Nearly 800 passengers have been assisted to date. ■



Guest Services Representative Enrique Pinckney assists a Southwest passenger. TPA and its partners have assisted nearly 800 passengers since opening the information booth.

## Tampa Bay Rays sends relief to Puerto Rico



A worker helps load relief supplies onto the plane bound for Puerto Rico.

A collaboration between the Tampa Bay Rays, Moffitt Cancer Center, Ponce Health Sciences University, the University of South Florida, State Representative Janet Cruz and Course of Action Puerto Rico, chartered a plane to Ponce, Puerto Rico on October 11. The organizations delivered medical supplies and equipment to the island, and returned the same day after picking up cancer patients, family members and cancer research samples from the Puerto Rico Biobank. Upon their return to Signature Flight Support in Tampa, the passengers were greeted by family and friends who had received little word on their condition due to limited means of communication since the storm. ■

## Dozens participate in airfield operations training



*More than 40 Airport employees, ranging from operations to auditing to concessions, participated in ASOS training to bolster their knowledge of the airfield.*

Dozens of Tampa International Airport employees joined employees from nearby Airports for an intensive, two-day training exercise designed to increase their knowledge of airfield operations.

The Airport Safety and Operations Specialist (ASOS) School

provided attendees from a range of departments with a solid overview of the FAA's Part 139 requirements to ensure that the airport operates safely and in compliance with all federal regulations. The program covered everything from lighting and signage requirements to proper record keeping. ■

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## TPA volunteers get up-close look at Tampa Bay

*continued from page 1*

"Arts are an economic engine for the region," John Collins, Executive Director of the St. Pete Arts Alliance, told the group at the Visit St. Pete/Clearwater offices before they boarded a bus for the Dali tour. "The Dali Museum alone has a \$140 million economic impact on the Tampa Bay area."

The volunteers, many whom have been with TPA since the beginning of the Ambassadors program five years ago, say the Visit Tampa Bay and Visit St. Pete/Clearwater tours are both a fun group outing and a way to learn more about the attractions they pitch to arriving tourists. The tours are different each year, typically focusing on new art exhibits, visitor and history centers and parks.

The familiarization tours are just one of several ways TPA partners with Visit Tampa Bay and Visit St. Pete/Clearwater to help drive travelers and tourism dollars to the region. Getting an up-close look at what the area has to offer gives TPA's volunteer meeters and greeters expertise about some of the cultural hidden gems of Pinellas and Hillsborough counties.

"We always like to be a part of these tours," said Tampa retiree Lena Collins, who along with her shift "volunteer-mate" Ann Marie Draper participated in last week's tour. "We learn something new every time."

For the local tourism bureaus, it's one more way to keep spreading the word about the huge range of entertainment offerings throughout the region. For TPA, it's an enriching education for its volunteers, who are often the first point of contact for arriving visitors.

"Our volunteers serve such a valuable role in being the welcoming face of Tampa Bay to our new guests," TPA Director of Guest Services Brenda Geoghagan said. "While they're knowledgeable about the area, these partnerships and tours with Visit Tampa Bay and Visit St. Pete/Clearwater create personal experiences around the region that they can then pass on to our visitors." ■



## TPA unveils two new public art works on Airside F



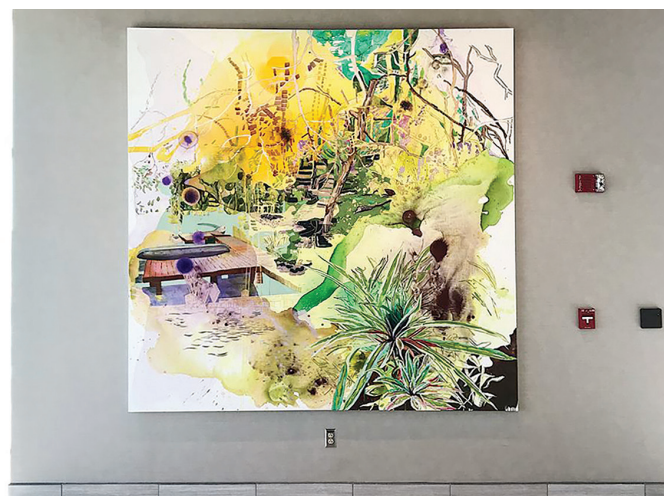
*Goodbye My Love Tampa Seven Days a Week consists of seven heart-shaped planes flying in formation. The sculpture was produced by Cuban artist Esterio Segura. It is one of four new art works that will be displayed on Airside F.*

Artists have installed two new public art pieces on Airside F as part of Tampa International Airport's revitalized public art program.

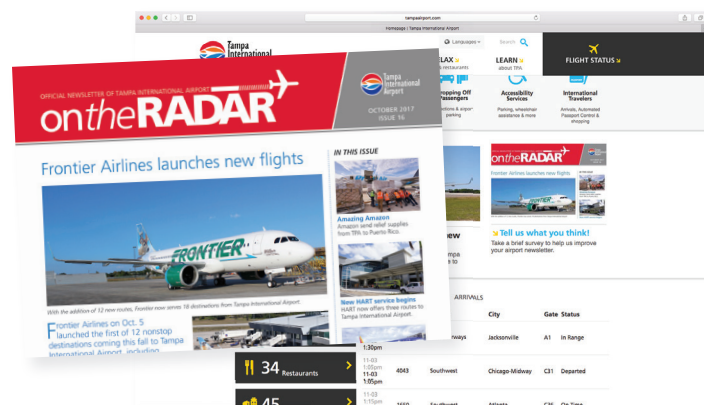
The pieces include an 8-foot by 8-foot abstract painting titled *Verdant Tampa Bay* by artist Elisabeth Condon and a sculpture titled *Goodbye My Love Tampa Seven Days a Week* by Cuban artist Esterio Segura.

The new works join four other recently completed pieces, including the LED sculpture, *Tendrils*, on Airside F, and three others located in the Customer Service Building of the new Rental Car Center. Those works will be on display to the public when the facility opens early next year.

In total, TPA has commissioned nine new public art works. The remaining two art works are located in the people-mover stations at the Economy Garage and Main Terminal. ■



*Verdant Tampa Bay by Elisabeth Condon is located in the international arrivals area on Airside F.*



## Take our On the Radar newsletter survey!

We value your feedback and suggestions, and want to make On the Radar - the Official Newsletter of Tampa International Airport, even better. Please take five minutes to complete the survey and share your thoughts with us.

To take the survey: Simply go to [TampaAirport.com](http://TampaAirport.com), scroll down and click the "On the Radar" link. ■



## TPA puts its first responders to the test in exercise

A group of passengers gathered in Red Baggage Claim to retrieve their luggage. A man disappeared into the restroom and emerged with a handgun. He fired into the crowd. Chaos and screaming ensued. Victims dropped to the floor. Police and paramedics rushed to the scene. TIAPD Active Shooter training

The alarming scene, blocked off by crime scene privacy walls and police tape to keep the public away, was part of a drill designed to test the response of Tampa International Airport Police, Operations staff, the AOC, ARFF paramedics, FAA staff and others in the event of an active shooter at TPA.

"It's critical that we continue to sharpen our response skills and timing in an active shooter situation on a regular basis," Police Chief Charlie Vazquez said. "You hope you never have to use this training, but if you do, you want to be as prepared as possible."

More than a hundred participants – which included role players from TSA, Alaska Airlines and other partner agencies – helped create a realistic scenario in which some pretended to be shot or hide in panic as officers and paramedics worked fast to secure the area and triage patients.

It was one of several active drills that TPA has practiced in recent years.

This exercise, directed by Lt. Scott Seifer, took place shortly after midnight in the Red Baggage Claim area as several real passengers arrived on the other side of the privacy walls to collect their luggage after their flights arrived. The AOC made several PA announcements alerting guests about the exercise and the area was protected by police.

Role players pretending to be Alaska Airlines passengers gathered around two baggage belts to retrieve luggage



*A scene from TPA's latest active shooter training exercise.*

and the "shooter," played by TIAPD Cpl. D.J. Colestock, walked into the scene and began firing a pistol with blanks. Within two minutes, the shooting incident was over and police had Colestock in custody.

The Incident Command Center was immediately activated and led by Executive Vice President of Operations and Customer Service John Tiliacos, who worked quickly with other staff leaders to make decisions on halting incoming flights, closing roadways, connecting with outside emergency response agencies, setting up a family crisis center and handling communications and media.

The exercise ended in about an hour and the entire group gathered for a quick recap and debrief before heading home. The Police Department and Operations staff and partnering agencies will review the exercise in coming days, and they will continue training throughout the year with tabletop exercises and other testing and drills.

"Practice, practice, practice," Chief Vazquez said. "It's the best way to stay ahead of the curve." ■

## United Airlines hosts inaugural wellness fair

United Airlines' Safety Action Team hosted its inaugural Safety, Health and Wellness Fair on Oct. 19. The event was open to all Airport tenants and featured information and exhibits from Moffitt Cancer Center, Costco, YouFit Health Clubs and the Airport Rescue Fire Fighters, among others. UA Safety Coordinator Joe Gowen said that the event, which drew more than 200 people, was a huge success in reinforcing United's commitment to safety and wellness for all Airport employees and the team looks forward to making it an annual event. ■



*United Airlines, this year, hosted a Safety, Health and Wellness Fair open to all Airport tenants and HCAA employees.*

## Employee Spotlight: Sheila Welsh



Sheila Welsh is Alaska Airlines Station Supervisor at Tampa International Airport. She came to TPA in 2014 with the addition of a nonstop flight to Seattle.

While Sheila Welsh spent most of her life growing up and working in California, she always dreamed of moving to one of two places: Hawaii or Florida.

So when an Alaska Airlines station supervisor position opened in Tampa, she felt it was meant to be. She was “wearing many hats” for Alaska Airlines at Santa Barbara Municipal Airport at the time and loved her job there, but Tampa was launching a new route to Seattle in June 2014. She went to her boss, who knew Sheila had always wanted to go to Florida, and got his blessing to apply.

“From that day until the day I got hired, I would crank up the song ‘Best Day of My Life’ in my car,” Sheila said. “I just felt so good, and I knew. I knew everything was coming together.”

Sheila soon found herself looking for a place to live and getting to know a brand new staff in her dream state. Her fiancé James soon followed and they quickly settled into a new life in the Tampa Bay area.

“It was exciting and scary,” Sheila said. “And a huge culture shock.”

As a kid, Sheila loved animals and thought she’d grow up to be a veterinarian. She also got involved in sports as a high school swimmer, soccer player, kicker on the football team, and later, a water polo player in college.

She also had a passion for aviation and military, as her father was in the Navy and she got a thrill from watching the Blue Angels perform.

When she went to college, she decided to follow the path of her uncle – a 30-year Northwest Airlines employee – so she studied travel, tourism and aviation. She began applying for jobs with airlines, first landing a job with SkyWest Airlines before joining Alaska Airlines in San Diego, then Santa Barbara.

Sheila loves that every day is different and has grown close with her team members, who were the only people she knew when she first moved to Florida.

“They are my family,” Sheila said. “They see it, they know it. I remind

them of it. This is a special place.”

Sheila currently serves as the Tampa Airline Managers Association (TAMA) Chair and recently participated in TPA’s active shooter drill in which Alaska Airlines was a part of the exercise scenario. She has quickly gotten to know employees at other airlines as well as Authority staff, who know her for her warm smile and cheerful demeanor.

“I’m a hugger,” Sheila said.

Sheila lives with her fiancé and labradoodle in Odessa and has three children: 19-year-old Gage and 16-year-old twins, Luke and Piper. She likes watching sports and is a huge Green Bay Packers fan.

She’s also been cultivating a green thumb, dabbling in gardening at home. One of her greatest gardening accomplishments is taking cuttings and carefully growing plumerias, which remind her of her second favorite place, Hawaii. ■

“They are my family. They see it, they know it. I remind them of it. This is a special place.”





## TPA in the World



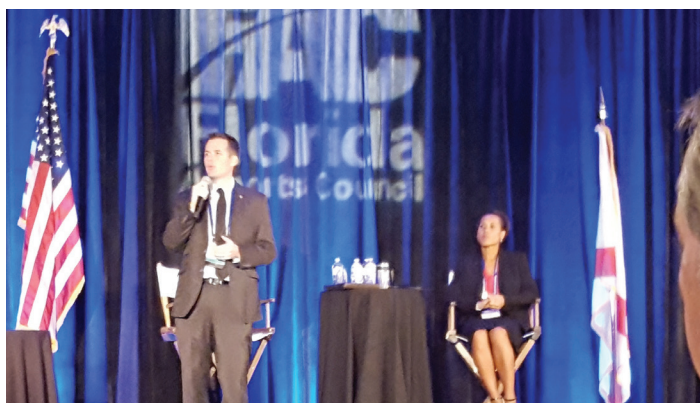
Procurement Agent Damaris Cordova and her husband, Richard Cordova, join Government/Media Relations members Janet Scherberger, Emily Nipps and Danny Valentine as well as Airport Police Chief Charlie Vazquez at the 2017 Hispanic Man & Woman of the Year Gala on Oct. 7.



Senior Business Analyst Greg Forrest speaks to a crowd at the 2017 ASQ Forum in Detroit in early October.



Commercial Real Estate Director Randy Forister gives a presentation on Master Plan Phase 2 to a group from the Real Estate Investment Council.



Airport Operations Manager Adam Bouchard addresses a panel at Florida Airports Council specialties conference in Orlando in late October.



Jason Watkins, Manager of Financial Operations, speaks to a group at a Florida Institute of Certified Public Accountants event on Oct. 18.



DBE Manager Bonnie Yauilla speaks to a guest at the Pinellas Reverse Trade Show on Oct. 27 hosted by Pinellas County Economic Development.



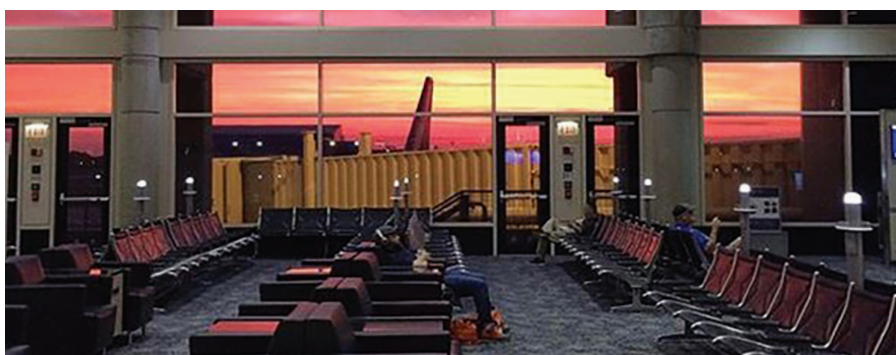
## In the News



Tampa International Airport viewed from the sky in early November.

### From the Tampa Bay Business Journal, Nov. 2

As Phase 1 of Tampa International Airport's Master Plan is nearing completion, the Tampa Bay Business Journal got a sneak peek behind the construction walls for a look at the Airport's new rental car center, SkyConnect system and public art program. Read the story and see photos of the new facilities, as well as a look ahead to Phase 2, at [www.bizjournals.com/tampabay](http://www.bizjournals.com/tampabay). ■



### From SleepinginAirports.net

The readers of SleepinginAirports.net recently named the Best Airports in North America for 2017 and ranked Tampa International Airport #3 in North America. According to the publication, travelers love TPA's design as well as its convenience, friendly staff, free wi-fi, available concessions and a load of power outlets. Read more and cast your vote for the 2018 nominees at [SleepinginAirports.net](http://SleepinginAirports.net). ■

### E-NEWSLETTER SIGN-UP

Want a digital version of the Airport newsletter? Go to [TampaAirport.com](http://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](mailto:enipps@tampaairport.com).



## WHAT THEY'RE SAYING...

### ON TWITTER



*When @FlyTPA is done, this place is going to be amazing*

- Shannon @srlong90, Nov 1

*My first visit to the @AmericanAir Admirals Club at @FlyTPA. Nice space. #Travel*

- Marshall Jackson @MJonTravel, Oct 30

*Wow @FlyTPA! 30 minutes after landing with @lufthansa to walking out of the airport! I've never cleared immigration and got bags so quick!*

- Sarah Elizabeth @SarahVeal91, Oct 28

*Pretty sure @FlyTPA has the highest rate of charging stations per capita of any airport. Well done. #travel #tampa #florida*

- HenryHoward @HenryHoward, Oct. 26

### ON FACEBOOK



*Best airport in the states. Security was absolutely terrific and so thorough. Varied places to grab a snack or dinner. Airport layout is terrific, and getting to your gate is fast. Simply well designed and very efficiently run. Anxious to see the new improvements; should be awesome. For those complaining, go to New York, Atlanta, and Chicago O'Hare. Good luck in making your connecting flight. Stop complaining about TSA checks and lines. Thank them for protecting us from terrorism.*

- Wayne Lutynski, Oct. 28

### VIA EMAIL



*Liquid Provision is a great bar !! Food very good but best of all is the attention of the bartender her name is Navidt C !! She is the best and is the sweetest person I have ever met !! good work girl!!! I'll highly recommend this bar to all my friends and family*

- Rebecca Smith, Sept. 18



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