

## Blue Arrivals/ Departures curbsides to close nightly due to construction

Beginning Sept. 6 through early 2017, Tampa International Airport will close the blue side arrival and departure curbsides from 8 p.m. to 4 a.m. for construction of the SkyConnect guideway.

This closure affects passengers on American, Delta, JetBlue and United. During this time, all pick-ups and drop-offs for those airlines will be directed to Short Term Parking. Other ground transportation options, including taxis and hotel shuttles, will not be affected.

- Guests should park in the Short Term Parking garage and take the blue elevators to baggage claim to meet their travelers. Parking fees will be waived for drop-offs and pick-ups.
- Crews will temporarily stop work and operations will return to normal during the Thanksgiving and winter holidays, as well as the National College Football Championship in January.
- Drivers are asked to closely observe all posted speed limits and watch for directional signage.

The closures are necessary to ensure the safety of guests, employees and tenants while crews lift steel beams that weight up to 146,000 pounds – about the weight of a Boeing 737-700 – and pour concrete over the roadways and Airside A guideway for the people-mover connecting

the new rental car center with the Main Terminal. During this process, there can be no activity underneath.

The Airport will dry-run the closures the nights of Sept. 6 and 7 and make any necessary changes to plans to ensure smooth traffic flow, as is typically done with all construction likely to impact passengers. Construction is scheduled to begin the night of September 8. ■



*The Airport will close the roadways in front of Blue Arrivals and Departures to allow for steel beams, some weighing as much as 146,000 pounds, to be placed into position on the SkyConnect Guideway. The project will go on until early 2017, with breaks during high traffic periods, including holidays.*

## TPA is Double A (again)!

Fitch Ratings, one of the top three global bond rating agencies, recently released a double-A rating on \$412 million in outstanding senior airport revenue bonds for Tampa International Airport. Fitch is the fourth bond rating agency to upgrade TPA to a double-A rating, making the Airport one of only five large hub airports in the U.S. with double-A ratings from at least 3 rating agencies.

The report cited several factors that resulted in the upgrades, including a smart and careful Master Plan/

Capital Improvement Program, increased revenue and controlled expenses, robust growth in enplanements, new air service for 2017, conservative debt structure and sizeable non-airline revenues.

What does this mean for us? These high ratings mean we will pay lower interest rates on our bonds and lower our annual debt service payments, putting us in an excellent financial position as we complete our expansion over the next year and a half. ■

## MOBILE PASSPORT CONTROL NOW OFFERED AT TPA

Want a faster way through customs? There's an app for that!

In August, TPA and U.S. Customs and Border Protection announced the expansion of Mobile Passport Control to TPA.

MPC is the first authorized app to expedite a traveler's arrival into the United States. Eligible travelers submit their passport information and customs declaration form to CBP via a smartphone or tablet app prior to arrival. Android and iPhone users can download the Mobile Passport app for free from the Google Play Store and Apple App Store.

MPC currently offers U.S. citizens and Canadian visitors a more secure and efficient in-person inspection between the CBP officer and the traveler upon arrival in the United States. Much like Automated Passport Control (APC), the app does not require pre-approval, is free to use and does not collect any new information from travelers. Travelers opting to use the app will no longer have to complete a paper customs declaration form. As a result, travelers will experience shorter wait times, less congestion and faster processing. ■

*(Below) Airport CEO Joe Lopano and Chairman Robert Watkins show off their Mobile Passport Control profiles made just minutes before the press briefing began.*



## TPA by the Numbers - 146,000



146,000 pounds, that's the weight of the largest steel beams that will be lifted with cranes and put in place over the next few months during construction of the guideway for the SkyConnect system. ■

Catch the **Friday Flight** and kick-off **Oktoberfest** with

**Mein Heimatland Musikanten**

#FridayFlight  
**September 23rd | 4:30 p.m. - 6:30 p.m.**  
Main Terminal between Airsides A and C

Friday FLIGHT logo and Tampa International Airport logo.

### FRIDAY FLIGHT

The next Friday Flight on September 23 kicks off Oktoberfest with music by Mein Heimatland Musikanten. The band performs traditional German folk songs, many of which feature authentic musical instruments including bells, alphorn and the button-box accordion.

So grab a polka partner and join us in the newly-opened atrium between Airsides A and C and catch the Friday Flight! ■



# TPA welcomes P.F. Chang's and Hard Rock Cafe



Left to right: Ruben Perez, SSP America ACDBE Partner; Airport CEO Joe Lopano and Calum MacPherson, Area Vice President of Operations for Hard Rock Cafe enjoy a ceremonial guitar smash to celebrate the grand opening of Hard Rock Cafe.

Tampa International Airport on August 30 celebrated the grand opening of two anchor restaurants in the Main Terminal: P.F. Chang's, offering fresh sushi and Chinese cuisine, and Hard Rock Cafe, the first in a North American airport.

Located next to each other on the east side of the terminal, both restaurants overlook the new outdoor terraces and have large glass windows facing the airfield and future SkyConnect train station.

"Both of these stunning restaurants really bring that 'wow' factor to our Main Terminal," said Tampa International CEO Joe Lopano. "P.F. Chang's is one of the most popular dining chains in the country and serves Asian dishes that are as artful as they are delicious. Having North America's first airport Hard Rock Cafe puts us on an international map for true Hard Rock fans and will draw visitors from all over the world for many years to come."

Hard Rock Cafe is operated by SSP America and features memorabilia from such music icons as Prince, Lady Gaga and Les Paul. The adjacent Rock Shop sells Hard Rock Cafe t-shirts, mugs, children's clothing, pins and other

merchandise branded specifically for the new airport location.

"Our exclusive partnership with Florida's own Hard Rock Cafe made the opportunity to bring the very first iconic rock and roll restaurant to an airport possible," said John Clark, Vice President, Business Development of SSP America. "It's but one indication of our larger commitment to the airport's vision of remaining a major driver for economic growth in the region."

Clark gave special credit to SSP's local Tampa partners, Bob Coyne, Ruben Perez, Carlos Alfonso and Drew Weatherford.

The first Hard Rock Cafe opened in London in 1971 – coincidentally the same year the newly constructed Tampa International Airport opened.

"Hard Rock has been looking forward to opening another cafe after more than five successful years of operating in Tampa. We could not have asked for a more dynamic and exciting location than the Tampa International Airport," said Calum MacPherson, Area Vice President of Cafe Operations (North America – East) for Hard Rock International. "We look forward to becoming a must-see destination

for both travelers and locals as we join this energetic community."

P.F. Chang's, located near the A Airside A shuttle, is operated by longtime TPA concessionaire HMS Host and combines influences from Chinese and American cultures, both in look and flavor. At the entrance stands a signature P.F. Chang's giant horse statue.

"We are pleased to join the airport to deliver these great dishes for travelers to also enjoy," said HMSHost Vice President of Business Development Michael Price.

The two new restaurants are among about 30 expected to open this year at TPA as part of the airport's concessions redevelopment program, which includes 65 new shops and restaurants. ■



(top) Dragon dancers entertained the crowd in front of the new P.F. Chang's while celebrity impersonators (below) welcomed guests and posed for photos in front of the Hard Rock Cafe.



# Tampa International Airport receives award for its work with woman- and minority owned businesses

As Tampa International Airport undergoes its largest expansion and concessions redevelopment in airport history, it's also made significant strides toward including local, woman- and minority-owned businesses. Through outreach, workshops and other initiatives, the Ethics, Diversity and Administration department has touched a number of both local and national firms that are now doing business with TPA.

These efforts were recognized last week by the Airport Minority Advisory Council (AMAC), which presented to TPA the Airport Top Flight Award for promoting diversity through concessions and construction programs.

"We've been active AMAC members for many years and this is the first year we've received this great honor," said Elita McMillon, Director of Ethics, Diversity and Administration at TPA. "Our team, along with Concessions, Planning & Development and Procurement, have really worked hard these past couple years to attract more diversity and it's great to be recognized nationally for this work."

George Tinsley Sr., an ACDBE concessionaire who has operated restaurants and bars at TPA for 21 years, said AMAC's recognition of TPA's efforts is "right on point." He commended Business Diversity Manager Cheryl Hawkins for her

involvement in AMAC and helping bring new ACDBEs to TPA.

"I've seen the progress that CEO Joe Lopano has made with the inclusion of minorities – both female and African-American and other minority groups -- in key positions within the leadership, as well as in this concessions redevelopment by having minority ownership in all of the RFP packages," Tinsley said. "Of all the other airports around the United States that I'm familiar with, this airport has made the most improvement over the last five years of any of them."

The concessions redevelopment brought in 15 ACDBE partners, six of which are newly introduced to airport business. Projected concessions revenue for ACDBE businesses in 2018, the first year of the fully implemented program, is expected to be \$50.5 million.

To date, the Airport has also paid \$52.1 million to DBE and WMBE businesses involved in the historic



In photo, from left to right: TPA Director of Ethics, Diversity and Administration Elita McMillon; TPA Business Diversity Manager Cheryl Hawkins; Bridget Biagas, Catalyst Award Chairperson / Avis Budget Group, Inc.; Darryl Daniels, AMAC Board Chairman/Jacobsen Daniels Associates; TPA Manager of Concessions Irene Pierpont; TPA Director of Concessions Laurie Noyes; Krystal Brumfield, AMAC President and CEO.

expansion projects, and it is projected that at least \$122.8 million will be paid to such business upon completion.

"I'm proud of the many partnerships we've built through our growth and development over the last year and a half, but I'm particularly proud of the ones we share with our woman- and minority-owned businesses," said TPA CEO Joe Lopano. "Let's keep up the good work." ■

## FLORIDA ORCHESTRA TO PERFORM AT TPA

On a mission to bring live music to all of Tampa Bay, The Florida Orchestra kicks off the season with a blitz of more than 15 free concerts in four days for TFO on the Go week Sept. 21-24. In addition to two performances at Tampa International Airport, TFO chamber groups are planning to pop up at a dozen unexpected places around town, with the full orchestra performing for patients and staff at several Bay area hospitals. ■

Enjoy free performances by The Florida Orchestra

**STRING QUARTET**

Wednesday  
September 21  
4:30 p.m. to 5:30 p.m.

**TFO on the go**

**BRASS QUINTET**

Thursday  
September 22  
3:30 p.m. to 4:30 p.m.

THE FLORIDA ORCHESTRA

Main Terminal between Airdises A and C

Tampa International Airport



# Southwest to soon offer daily nonstop service from Tampa to Havana

The U.S. Department of Transportation on Aug. 31 announced its final decision to award Tampa International Airport nonstop daily service to Havana, Cuba on Southwest Airlines. The decision caps off several months of competition among several airlines that applied for the ability to fly to the Cuban capital.

"This is awesome. We're thrilled to partner with Southwest Airlines on this new scheduled flight to Havana," Tampa International Airport CEO Joe Lopano said. "We have the third largest Cuban-American population in the U.S., so we're a natural market for this service. We're also fortunate to have a community of leaders who continue to show support for this important connection."

Area leaders filed dozens of letters to the U.S. DOT docket expressing a need for commercial flights from Tampa to

Havana and nearly 6,000 people signed an online petition in support of the flights.

"Regular commercial airline flights to Cuba from Tampa International Airport will improve travel for families and will boost economic and cultural ties between our two countries," said U.S. Rep. Kathy Castor (FL14), who was instrumental in bringing the flights to Tampa. "TPA is a favorite among domestic and international travelers, and as the 'Gateway to Cuba,' I expect Tampa Bay will surpass the expectations of our region as well as travelers."

TPA has offered charter service to Cuba since 2011 and the airport currently offers 11 charter flights per week. To date, more than 280,000 passengers have traveled to and from Cuba. TPA currently serves four cities: Havana, Santa Clara, Holguin and Camaguey. ■

## THE ART OF THE INSTRUMENT NOW ON DISPLAY IN THE AIRPORT GALLERY



Electric guitars made locally by Dean Guitars are among the instruments on display as part of The Art of the Instrument exhibition. Other pieces include acoustic guitars with etched designs and unique ornamentation by Luna Guitars and drums sets made by ddrum, a company that began in Sweden.

The art exhibition is located next to the Master Plan Gallery, between the Main Terminal and the Airport Marriott Hotel. ■

## FOUR GREEN FIELDS IS OPEN!

Four Green Fields, an Irish-themed pub, is the latest new concession to open at Tampa International Airport. Modeled after the popular original Tampa location, the restaurant is one of the new concessions selected to bring local flavor to the Airport.

The pub is open for breakfast, lunch and dinner and serves both traditional Irish fare as well as American favorites, and of course, Guinness beer. It is located at Airside E, home to Delta, Air Canada and WestJet, just across from Gate 62.

Cutting the ribbon on TPA's Four Green Fields, left to right: Tampa Mayor Bob Buckhorn; Founder of Four Green Fields Colin Breen; Tampa Airport CEO Joe Lopano and Maryann Ferenc of TPA Hospitality Partners. ■



## Employee Profile - Audrey Scaglione



For most of her career – most of her life, really – Audrey Scaglione has worked in the food and beverage hospitality business. She's worked in hotels, casinos and resorts.

She's catered to business folks, honeymooners, spring breakers and families. She's worked in kitchens that serve thousands and those that serve 150.

She's never worked in an airport employee cafeteria. But after taking over as the General Manager of Tampa International Airport's new Landside Grill this summer, she can confidently say one thing: She's got this.

"A kitchen is a kitchen," Audrey said. "Landside Grill is like any other kitchen around America. You're still serving a lot of people at different points in the day ... It's almost like having a steady bar crowd."

The difference is, instead of business travelers and vacationers, Landside Grill – operated by Compass Group – feeds crowds of construction workers, airline workers, Authority employees, tenants and others who keep TPA humming every day. Audrey said they get often get requests for the same things every day: beans and rice and chicken wings. Burgers are their top sellers. But the revamped cafeteria also offers a salad bar, fruit and yogurt, daily soup specials and fresh

entrée specials that vary every day. "We try to take all cultures and tastes into consideration," Audrey said. "We have our healthy days and our not-so-healthy days."

Born and raised in Detroit, Audrey became a new mother at age 18 and craved a fresh start somewhere else. She packed up and moved to Hawaii, where she'd never been and had no friends or family or job prospects.

"I just decided it was time to get out of the cold," Audrey said. "It was far enough away without leaving the United States."

It was also a place with a robust hotel and restaurant hospitality industry, so naturally, that's where she was drawn for a career start. She started out as a bartender in Waikiki, where she worked for 10 years before going into management at the Halekulani, one of Hawaii's most well-known five-star resorts.

After an 18-year career and a marriage in Hawaii, Audrey and her husband Anthony moved to Las Vegas for a year, where she worked for Harrah's Entertainment in the food and beverage division. They then moved to New York, where Audrey commuted to Connecticut and began working for Hyatt.

In 2009, Audrey and her husband moved to Tampa to work at the Hyatt downtown – which is now a Hilton hotel – and worked there until she took a job with Compass a couple of months ago to help manage TPA's new cafeteria.

Audrey said she has enjoyed serving the employees at

TPA, as well as working with such a diverse and friendly staff.

"We have a good crew with a range of experience," Audrey said. "They really love the guests that come in here."

Landside Grill is getting ready to launch a number of new features, including nutrition labels on all foods served, a desktop ordering service and a loyalty card program.

Audrey works long hours at the cafeteria, as she has for many years at other kitchens, but enjoys traveling in her free time. She and her husband love planning trips around world-famous and five-star restaurants around the country. She can rattle off every Food Network and Top Chef personality and has been to many of their restaurants – including Richard Blais's restaurants in Atlanta and Emeril Lagasse's restaurants in New Orleans. She raves about the Dead Rabbit in New York City, known for having one of the world's best cocktail menus.

She and Anthony also visit their beloved Hawaii whenever they can, and now they have an extra incentive to go more often. Audrey is a new grandmother – her son Jason lives in Hawaii with his 6-month-old daughter Jubilee. ■



*Fresh sandwiches and salads are among the healthy options now available in the Landside Grill.*



## TPA Around Town



Tampa Airport CEO Joe Lopano speaking at Building Florida's Future, a symposium bringing together corporate executives, state and national industry experts, community leaders and legislators to discuss those issues that are most important to Florida's continued growth and prosperity in the transportation, infrastructure and economic development industries.

Seated left to right: Stephanie Lane, Director of Industrial Development South, CSX Transports Strategic Business Development Group; Ken Armstrong, President, Florida Trucking Association; and Bob Burleson, President Florida Transportation Builder's Association. ■

## PASSENGERS RATE TPA AMONG THE BEST IN THE NATION

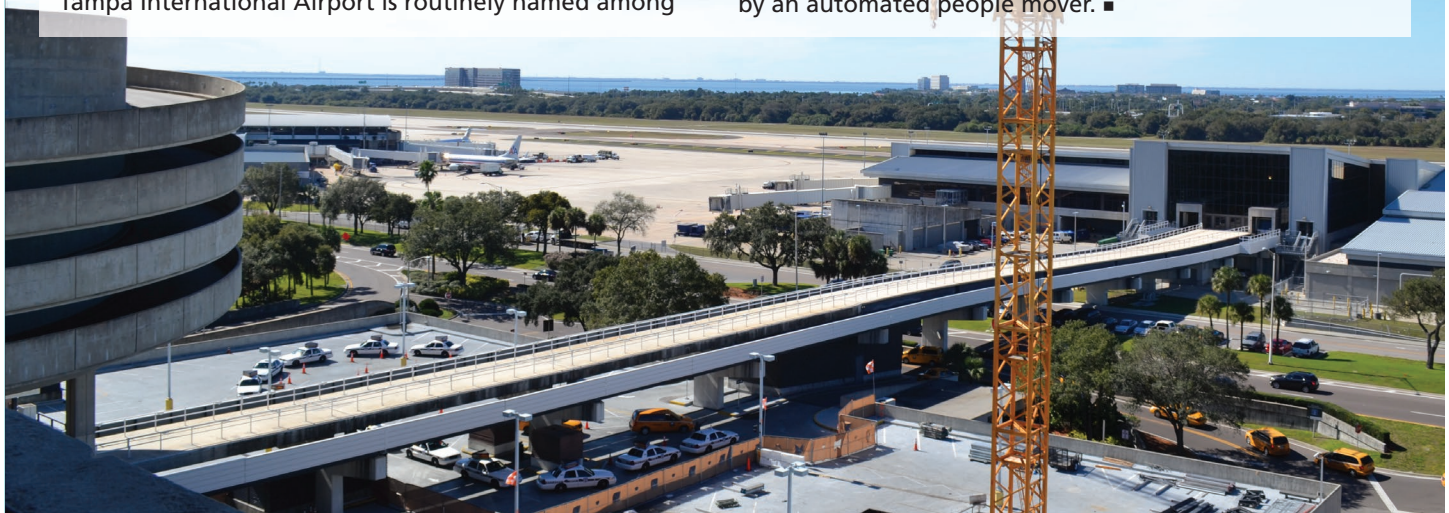
Tampa International Airport is the second best large hub airport in the United States, according to TripAdvisor's 2016 Travelers' Choice Favorites award for U.S. Airports. Surveyed passengers ranked the Airport 4th for best dining.

Presented for the first time this year, the awards highlight the most popular domestic airports in four categories, including shopping, dining, large airports and medium airports. The award winners were determined based on findings from a survey of more than 114,000 TripAdvisor travelers from the U.S.

Tampa International Airport is routinely named among

the best airports by passengers for its customer service and convenience. The Airport is recognized for an innovative hub-and-spoke design that results in short walking distances and quick security times.

The Airport will maintain these hallmarks while improving the facility through a nearly \$1 billion Master Plan program. The program expands the Main Terminal, adds 65 new shops and restaurants and provides much-needed functional improvements at the Airsides. It will decongest the Airport's Main Terminal roadways by building a new rental car center to the south of the Airport's property and connecting it to the Main Terminal by an automated people mover. ■



*Tampa International Airport is consistently ranked among the best airports in North America thanks to the iconic hub-and-spoke design that minimizes walking distance and creates four separate locations for security screening resulting in shorter wait times.*

# Board Brief: September

Chairman Robert Watkins convened the board meeting of the Hillsborough County Aviation Authority on Thursday, Aug. 4. Other board members in attendance were Vice Chair General Chip Diehl, Commissioner Victor Crist and Gary Harrod.

During the monthly management report, Vice President of Operations and Customer Service John Tiliacos reported that Tampa International Airport passed its annual Part 139 FAA safety inspection with no discrepancies.

"This is a big deal. No discrepancies from the FAA is huge," said Vice Chair Diehl.

State Representative Mike Miller was recognized by Vice President of Marketing Chris Minner for championing airport zoning legislation on behalf of the Florida airports during the state legislative session. This bill was the result of work with the Florida Department of Transportation. In addition, Minner briefed the board on seven new routes announced in two months including the nonstop service to San Francisco.

"Everywhere we went people would ask about the San Francisco flights. We can now say the largest unserved city pair in the country has service beginning in February," Minner said.

The board was also briefed on the FY17 budget by Vice President of Finance and Procurement Damian Brooke, and Vice President of Facilities and Administration Al Illustrato. Brooke reported that passenger numbers are up for the current fiscal year by 2.7% beating projections by over 1% with another 1.6% increased projected for the next fiscal year. The Authority is expecting another record of year of revenues with \$211 million in the current fiscal year with a projection of \$215 million for FY17. The board is scheduled to adopt the budget at its next scheduled meeting on September 1.

## E-NEWSLETTER SIGN-UP

If you prefer to receive the electronic version of the Airport newsletter delivered to your business or personal email, go the homepage of the Airport's website, [TampaAirport.com](http://TampaAirport.com) and click on "Sign up for Airport News" located in the popular links.

The electronic version is distributed twice monthly and can be read on your computer or any mobile device.

## WHAT THEY'RE SAYING...

### ON TWITTER:

*@FlyTPA WOW! Love the changes! I was beginning to think construction would never end. Awesome job!!*  
David Meyer @sunbakedtech, Aug. 26

*I really should commend @FlyTPA for a flawless boarding process today. These people get it & we're lucky to have them.*  
Chris @chrisdarken, Aug. 26

### ON FACEBOOK:

*One of the most stress free airports to get around in and comfy :)*  
Chris Rybacki, Aug. 23

*I don't fly much anymore so it's been probably a year since using TIA. The changes underway in the main terminal are tremendous... what a fresh appearance! A super gateway to the Tampa Bay Area!*  
Pete Yauch, Aug. 14

### VIA EMAIL:

*My wife and I were in the long term parking garage unable to find our car. I used the assistance phone at one the elevators and spoke with a nice young lady name Brianna who was very attentive and helpful. She could not locate my car, so she told me to hold for her supervisor. We spoke to Marcus who seemed very knowledgeable about your garage and asked me did I know my tag number, which I replied yes. He put me on hold for a moment and came back with my car's location. He truly made our night. Please let Marcus and Brianna how much I appreciate the outstanding customer service. You have two great employees that make customers feel respected and valued.*  
Samuel Olar Lee, Aug. 24



Visit us online at [TampaAirport.com](http://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. ©2016 Hillsborough County Aviation Authority. All rights reserved.