

# TTPA

## REACHING NEW HEIGHTS

A Historic Year of Accomplishments

2018 YEAR IN REVIEW



## *Our Mission*

The mission of the Hillsborough County Aviation Authority is to be a major driver in the economic growth of the Tampa Bay region. The Hillsborough County Aviation Authority will be a leading edge innovator to create global access and world class customer service to build prosperity for its stakeholders.

## *Our Vision*

The vision of the Hillsborough County Aviation Authority is to be a thriving aviation gateway for the Tampa Bay region, providing global access and economic opportunity for its stakeholders.

## *Our Strategic Objectives*

- Customer Service Excellence
- Growth and Financial Strength
- Community and Employee Engagement
- Safety and Security
- Innovation and Process Improvement

# A Message from the Chairman

*Take a glance around the Transfer Level of the Main Terminal and you can see what this year was all about. Record numbers of passengers come and go through a bright beautiful new space replete with comfortable seating and world-class amenities. New airlines and destinations dot our arrivals and departures screens. Patrons peruse our shops looking for locally-made gifts or swing by one of our many restaurants for a quick bite or a final opportunity to savor the last moments of a memorable trip.*

In 2018, we brought a new caliber of guest experience to our more than 21 million guests.

We did this while maintaining our focus on financial strength and on the careful stewardship of one of Tampa Bay's true community gems.

The 2018 fiscal year ended with \$240.6 million in revenue – an Airport record. Overall, gross revenue is up 11.4 percent year-over-year and 22 percent since 2014.

The Airport's other key financial metrics speak to our continued strength.

TPA's management team reduced our cost per enplanement – already low compared to peer airports – below \$5, a move that benefits our airline partners and makes TPA attractive for new air service development.

Our funds available for capital and reserves hit \$46.3 million – a record. TPA's available funds have increased nearly 37 percent since 2014.

Bond rating agencies, once again, reaffirmed our fiscal strategy. Three bond agencies maintained our strong, double-A bond ratings from last year while a fourth

upgraded their rating. These ratings place us among the most fiscally sound airports in the country.

Every year that I have been at the helm of the Hillsborough County Aviation Authority I have had the privilege of watching the Airport grow and reach new heights. Just like our runways enable flight, our success has helped enable this region to soar. We are tremendously proud to be part of Tampa Bay's community, and to serve as a major economic driver.

I am so very thankful to our community and our partners who have grown with us in recent years, and I hope they are as proud of these changes as I am. The future continues to be bright. I know that our trajectory and the trajectory of the entire Tampa Bay community is pointing to the sky.

Robert I. Watkins



Chairman, Hillsborough County Aviation Authority

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*Just like our runways enable flight, our success has helped enable this region to soar.*

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*We are a true international airport that serves as a gateway to one of the greatest places to live, work and play.*

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*When Tampa International Airport opened its new terminals and facilities in 1971, it launched off a legacy of innovation and customer service that you couldn't find at any other airport in the world. In 2018, we built on that legacy. We reached new heights with state-of-the-art technology, facility improvements and exciting milestones.*

We launched off the year with an exciting February celebration when we opened our new SkyConnect train system and unveiled a beautiful new Rental Car Center. We opened the last of our 69 new restaurants, shops and spas. With just a few finishing touches left, our Main Terminal expansion is complete with new outdoor terraces and a bright, open layout. Master Plan Phase 1 is now finished, bringing much-needed decongestion to our roadways and meet-and-greet areas.

TPA also hit a fiscal year passenger number record, surpassing the 20-million mark for the first time on the way to logging 21,013,788 – a 9.3 percent increase over last fiscal year. Many of our airlines saw tremendous growth, including Frontier Airlines, which outgrew its home at Airside C and in November moved to Airside E.

We also announced new Delta service to Amsterdam coming in May and launched a new service to London on Norwegian Air, which will add to the nearly 150 percent increase in international passengers since I arrived eight years ago. Cargo operations also had a successful 2018 as we saw Amazon PrimeAir, UPS and FedEx double our cargo revenues compared to three years ago.

Work began on Master Plan Phase 2, which includes expanded curbsides with express drop-off and pick-up curbsides and real estate development near our Rental Car Center.

These accomplishments would not be possible if not for our talented and dedicated team members. Their work reflects the remarkable transformation happening before our eyes in the Tampa Bay area. We are no longer the little airport that could. We are a true international airport that serves as a gateway to one of the greatest places to live, work and play.

Joseph W. Lopano



CEO, Tampa International Airport

# Board Members



**Robert I. Watkins**  
Chairman



**Gary W. Harrod**  
Vice Chairman



**Commissioner  
Lesley Miller, Jr.**  
Secretary



**Brigadier General  
Chip Diehl**  
Treasurer



**Mayor Bob Buckhorn**  
Assistant Secretary /  
Assistant Treasurer



*2018 fiscal year ended with  
\$240.6 million in revenue –  
an Airport record*









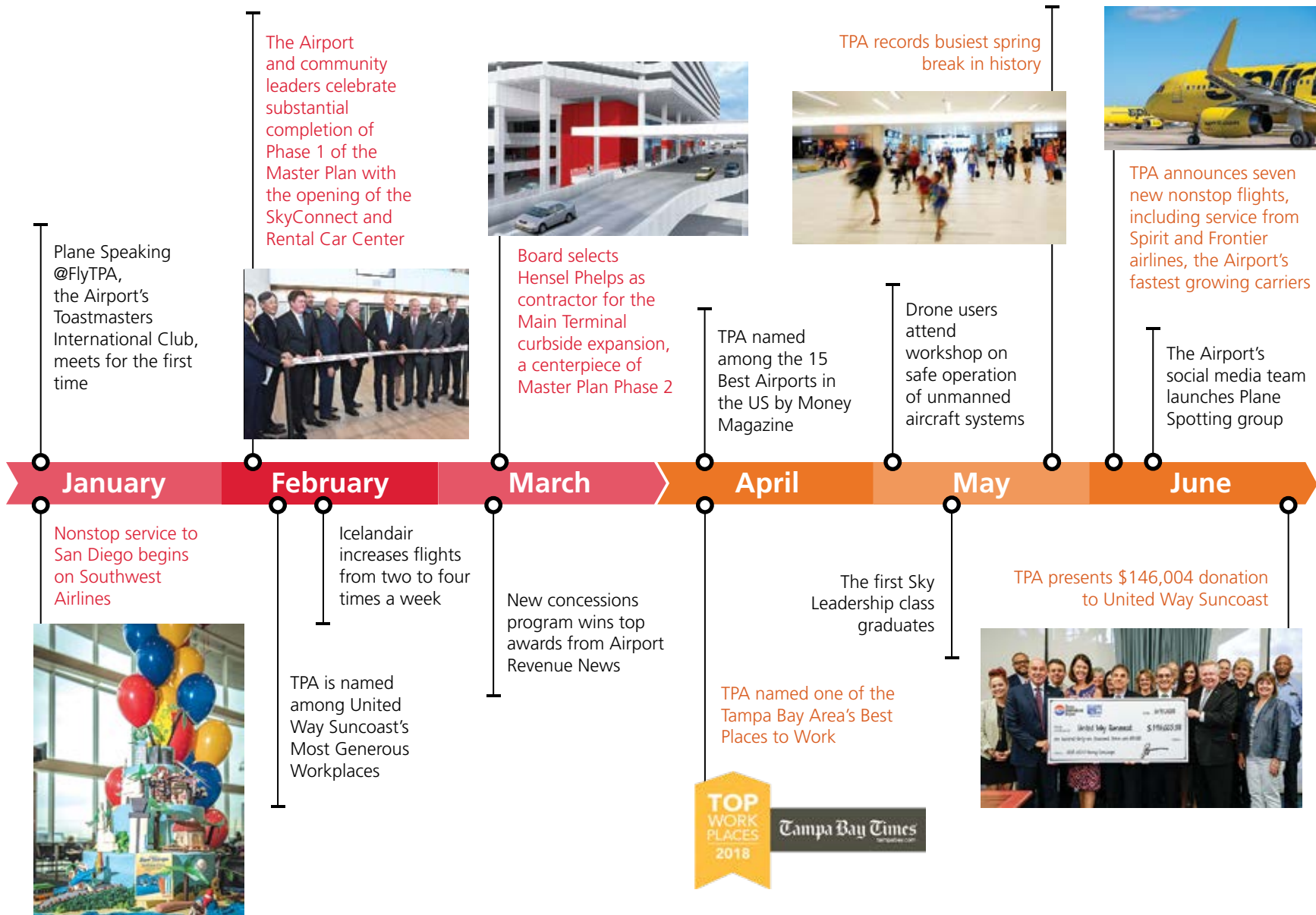
## TAMPA INTERNATIONAL AIRPORT 2018 YEAR IN REVIEW

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# Key Highlights 2018





Delta announces service to Amsterdam beginning in May 2019



Norwegian launches nonstop service to London



Aviation Authority Board awards contract to Hensel Phelps for construction of atrium, pedestrian bridge and site preparation at SkyCenter, a centerpiece of Master Plan Phase 2



Frontier announces six new routes from TPA



FY2018 ends with a record 21,013,788 passengers served



Board awards contract to Middlesex Corp for construction of new cargo facilities

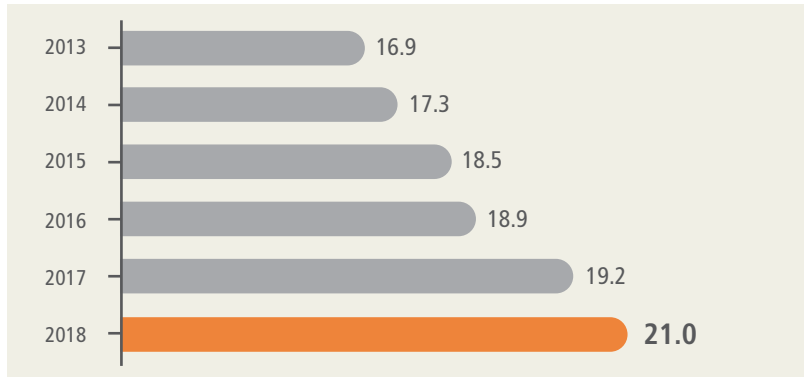


FAA Office of Civil Rights honors TPA for disadvantaged business programs

# Financial Overview

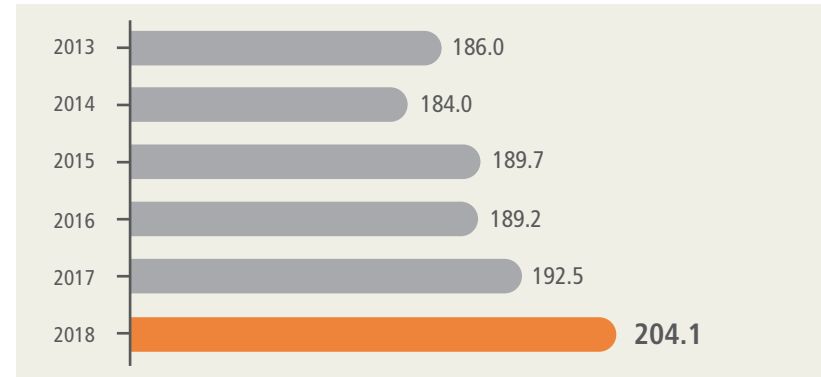
## Total Passengers

Passengers - Millions Enplaned and Deplaned



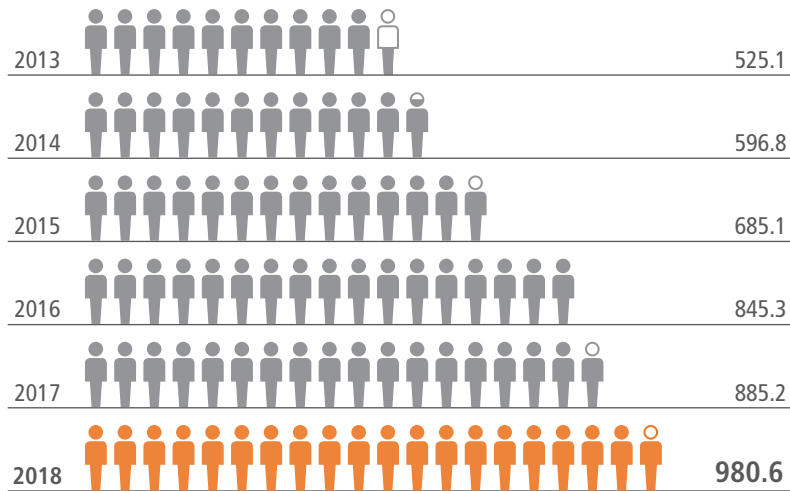
## Total Operations

Operations - Thousands of Landings and Takeoffs



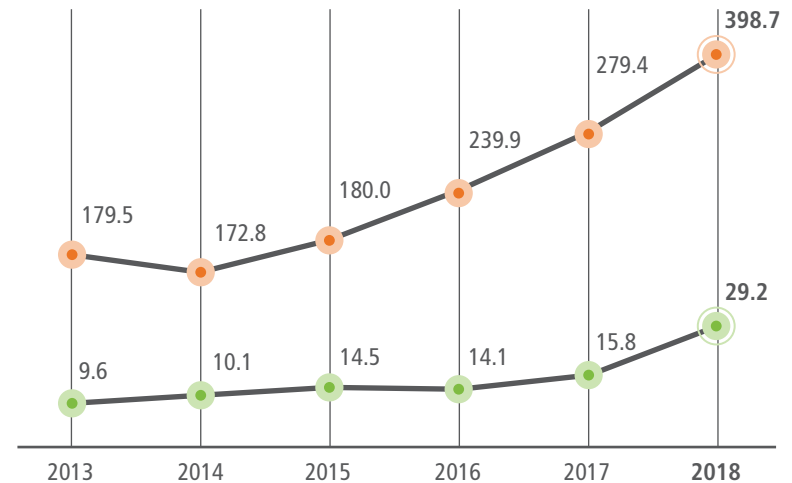
## International Passengers

Thousands Enplaned and Deplaned



## Air Cargo and Mail

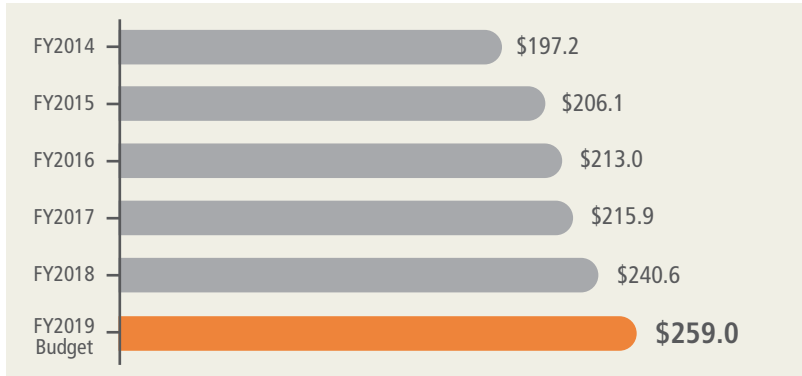
● Air Cargo - Millions of Pounds ● Mail - Millions of Pounds



## Revenue Performance

From FY2014 to FY2019, revenues are projected to increase by \$61.8 million or 31.3%.

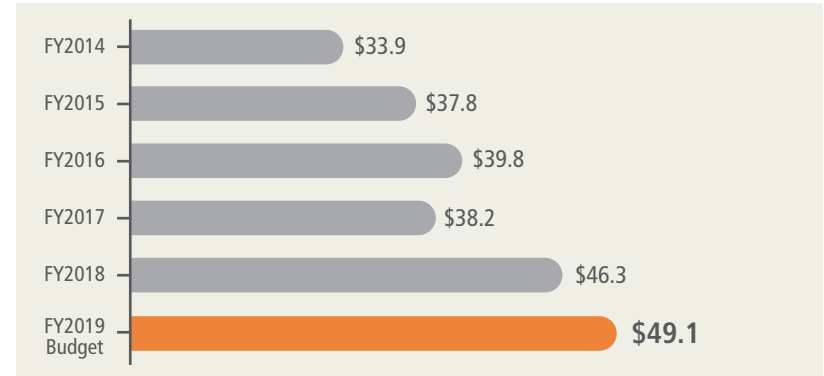
Gross Revenue (\$ Millions)



Tampa International Airport ended the 2018 fiscal year on September 30 with revenues totaling \$240.6 million, a \$24.7 million increase compared to the previous fiscal year. That's a 11.4 % percent increase compared to Fiscal Year 2017.

## Funds Available for Capital and Reserves

Funds Available (\$ Millions)

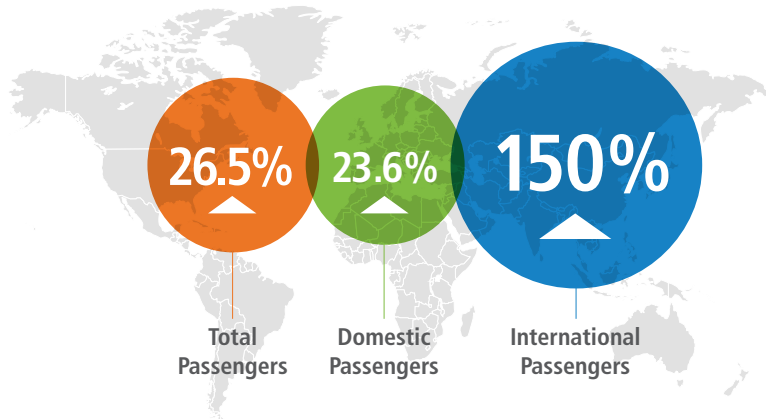


Thanks to the opening of the Rental Car Center, the growth in passengers and the completion of the concessions redevelopment program, Funds Available for Capital and Reserves grew to \$46.3 million in Fiscal Year 2018.

## FY2010-FY2018 Passenger Performance

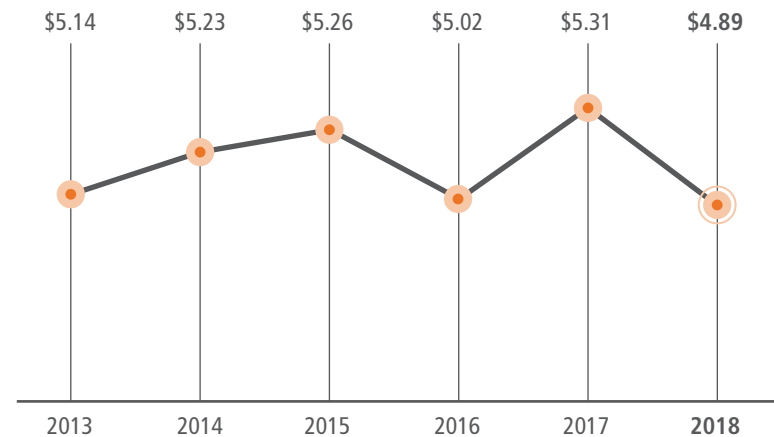
International traffic has increased by 150% from FY2010.

FY2010 to FY2018 Percent Increase



## Cost Per Enplanement

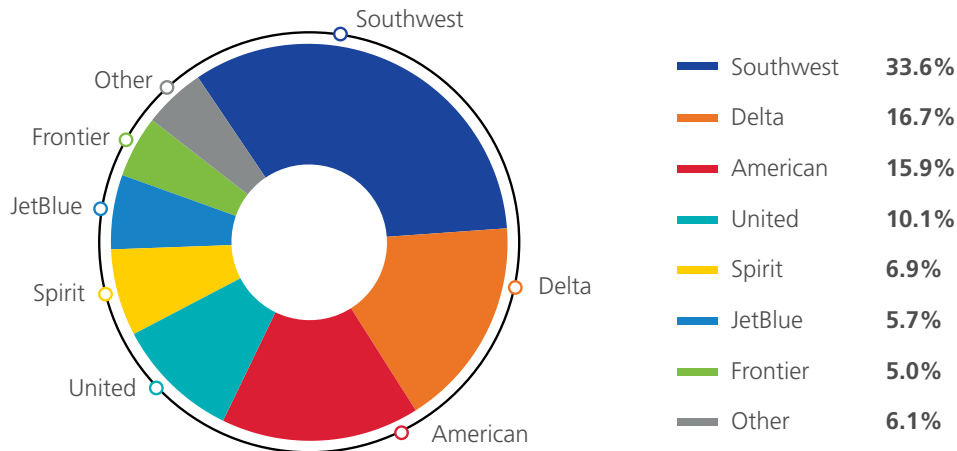
Cost Per Enplaned Passenger



# Financial Overview

## Market Share

Passenger traffic increased by 9.3% or more than 1.8 million passengers in FY18. Domestic traffic increased by 9.2% while international traffic increased 10.8% year-over-year.



## Top 25 Nonstop Markets

City	Passengers	%	Air Miles
New York, NY	1,582,742	9.2%	1012
Chicago, IL	1,082,053	6.3%	1005
Atlanta, GA	726,765	4.2%	406
Washington D.C.	696,500	4.1%	812
Philadelphia, PA	647,572	3.8%	920
Boston, MA	603,151	3.5%	1185
Detroit, MI	556,115	3.2%	983
Dallas, TX	527,715	3.1%	923
Baltimore, MD	501,139	2.9%	842
Denver, CO	489,425	2.8%	1506
Houston, TX	393,953	2.3%	784
Minneapolis, MN	379,455	2.2%	1307
Hartford, CT	363,962	2.1%	1111
Las Vegas, NV	355,302	2.1%	1984
Nashville, TN	291,286	1.7%	612
Pittsburgh, PA	289,367	1.7%	873
Indianapolis, IN	274,860	1.6%	838
Cleveland, OH	270,985	1.6%	927
Columbus, OH	256,377	1.5%	829
Los Angeles, CA	247,729	1.4%	2158
Providence, RI	228,918	1.3%	1137
Raleigh, NC	225,256	1.3%	587
San Juan, P.R.	224,942	1.3%	1237
St. Louis, MO	224,180	1.3%	869
Buffalo, NY	219,234	1.3%	1050

## Passenger Airlines

### Passenger Airlines - Signatory

American Airlines  
Delta Air Lines  
JetBlue Airways  
Southwest Airlines  
Spirit Airlines  
United Airlines

Cayman Airways  
Copa Airlines  
Edelweiss Air  
ExpressJet Airlines  
Frontier Airlines  
GoJet Airlines  
Icelandair

### Passenger Airlines - Non-signatory

Air Canada  
Air Transat  
Alaska Airlines  
British Airways  
Caribbean Sun Airlines

Lufthansa  
Mesa Airlines  
Republic Airline  
Silver Airways  
SkyWest Airlines  
Sun Country Airlines  
Swift Air  
WestJet

### Air Cargo

ABX Air  
Air Transport International  
Atlas Air  
Federal Express  
UPS

### Cuba Charters (CSPs)

Cuba Travel Services

### HCAA Airports

Tampa International Airport  
Peter O. Knight Airport  
Plant City Airport  
Tampa Executive Airport



*International traffic has  
increased by 150% from FY2010*







*In August, TPA was joined by several community partners in announcing Delta would soon launch nonstop service to Amsterdam. From left to right: Greater Tampa Chamber of Commerce CEO Bob Rohrlack, Tampa Hillsborough Economic Development Corporation Craig Richard, St. Petersburg Area Chamber of Commerce CEO Chris Steinocher, Delta Manager of Transatlantic and International Network Planning, Evan Plaskett, Visit Tampa Bay CEO Santiago Corrada, Visit St. Pete/Clearwater CEO David Downing, TPA Executive Vice President of Marketing Chris Minner, Delta Director of Global Sales David Stratchko, TPA CEO Joe Lopano, HCAA Board Member Gary Harrod, Board Chairman Robert Watkins, Board Member Brig. General Chip Diehl and Tampa Mayor Bob Buckhorn.*



# **AIR SERVICE DEVELOPMENT**

New routes, new growth and new ways to connect to destinations both near and abroad.

# Air Service Development

On the very first day the new Tampa International Airport opened, at 5:26 a.m., National Airlines Flight 36 from Los Angeles came in for a landing and taxied to the freshly built Airside E. Eastern, Northeast, Northwest, Pan American and Trans World Airlines were among the blue carriers. Air Canada, Braniff International, Delta, National and United Airlines went to the red side.

Today, only Delta, Air Canada and United carry over from the old days. But joining them are dozens of small, medium and large airlines including several international carriers, connecting passengers nonstop between Tampa and nearly 90 destinations all over the country and world.

Among some of the top air service wins of 2018:

- In August, Delta Air Lines announced it would begin nonstop Amsterdam service in May 2019
- In October, Norwegian launched twice-weekly flights to London Gatwick, marking the first time TPA has had two carriers serve the same European destination
- Three international carriers either increased or enhanced service in keeping with passenger demand; Copa Airlines went from four times a week to daily service, Icelandair doubled its service from twice to four times weekly and Lufthansa upgraded its livery to include more business class seats, also adding an extra flight per week over the summer
- Frontier continued its pace as TPA's fastest growing airline, adding six routes in November, prompting a move from Airside C to more space at Airside E
- Spirit, TPA's second fastest growing airline, added eight new nonstop routes during Fiscal Year 2018, generating a 45.5 percent increase in Spirit passenger traffic
- United Airlines increased its popular San Francisco service from daily to twice daily



Over the years, TPA has seen several airlines come and go. **Top:** Our original 1970s ticket counters were occupied by 10 carriers, one of which was National Airlines. **Bottom:** Pan American and Trans World Airlines were among two of our original carriers occupying the blue side of the terminal.





Today, our airside handle two dozen carriers that take passengers to destinations all over the globe. *Bottom:* Both Icelandair and Lufthansa had a successful 2018, increasing frequencies and enhancing service to Reykjavik and Frankfurt.



*Clockwise from top left: Tampa International Airport teased to its August announcement to the media and public that Delta would launch nonstop Amsterdam service by adorning a staged press conference area bicycles and tulips. Frontier Airlines (top right) and Spirit Airlines (bottom right) continued to be TPA's two fastest growing airlines in 2018, adding more than a dozen routes between them. Norwegian Air (bottom left) launched service to London, marking the first time TPA has had multiple airlines serving the same European city.*



*Tampa International Airport logged 21,013,788 passengers in Fiscal Year 2018 – the Airport’s first time surpassing the 20 million mark and an all-time record for TPA*







*TPA is the second fastest growing airport in the U.S. for cargo since 2010 and new projects on the horizon will expand our capacity for parcels as well as people.*



# CARGO

Business is booming. TPA cargo operations climb to new heights, nearly 400 million pounds handled in 2018.



# Cargo

From 43 million pounds of cargo shipped in 1971 to more than 400 million pounds in 2018, Tampa International Airport's cargo operations have evolved in a very big way. While FedEx has been a long-time cargo partner for TPA, the arrival of Amazon PrimeAir in 2015 and United Parcel Service in 2017 resulted in a doubling of cargo volume over the past few years, and that translates to a doubling of cargo revenues. TPA finished Fiscal Year 2018 with more than \$5.1 million in cargo revenues, up from \$2.6 million in FY2015.



*In 1984, TPA opened its first consolidated air cargo facility. Built on the northwest corner of the property, it was designed to accommodate the slowly expanding cargo operations, which were just more than 76 million pounds.*



The TPA cargo business now employs more than 850 people who bundle packages, load and unload planes, drive tugs and trucks and operate deck loaders and other equipment. In August, 18 cargo planes operated on peak days at TPA, and during the winter and holiday season, that jumped to 23 operations on peak days.

The Airport is second only to Cincinnati for cargo growth at U.S. Airports from 2010 to 2017. With more cargo growth on the horizon, the Airport's 2019 capital program includes a major investment in expanded facilities, which was approved by the Aviation Authority Board in September.



*Fed Ex has been a long-time partner at TPA, but it was the arrival of Amazon PrimeAir in 2015 and UPS in 2017 that has pushed TPA's cargo operations to new heights.*





*Behind the scenes: TPA's cargo operations now employ more than 850 workers.*



*TPA finished Fiscal Year 2018 with more than **\$5.1 million** in cargo revenues, up from **\$2.6 million** in FY2015.*







*Tampa International Airport now has nearly 70 new shops, bars and restaurants open, including the popular Tampa restaurant Ulele which serves fresh chargrilled oysters and a vast selection of wine.*



# CONCESSIONS

Serving up the best that the Tampa Bay has to offer through fine dining, fresh food options, relaxing spas and fun shopping.

# Concessions



*A number of exciting local concepts opened this past year at TPA, including the much-anticipated Café by Mise en Place, which serves tea-inspired cocktails, sandwiches, entrees and desserts. Guests can also find a place to relax with a glass of wine or an appetizer.*

In the past, travelers passing through Tampa International Airport dropped coins into televisions to catch their favorite shows, bought film in camera shops, paid less than a dollar for a cup of coffee and dined at Hot Dog City.

These days, shops and restaurants look vastly different. A Starbucks caffe latte goes for \$4.20. Cigar City sells locally brewed beer. Ulele serves up grilled oysters and the Café by Mise en Place menu features Grilled Hanger Steak. Tech on the Go sells ear buds, Fit Bits and portable cell phone chargers. Tampa Bay Sports offers Buccaneers, Lightning and Rays gear, teams that didn't even exist when the Airport opened in 1971.

This was one of the most significant years for airport concessions yet, with ribbon-cuttings for 11 shops and restaurants. That means the redevelopment program is nearly complete, with 67 of 69 planned storefronts open for business.

The program has proven popular with passengers. Food, beverage and retail revenue exceeded \$24 million this year, up from \$20 million the year before. (As a point of reference, revenues for all of Tampa International Airport were \$5.2 million in 1971.)





*The Concessions Redevelopment Program set out to create an atmosphere at TPA that looks, smells and tastes like the Tampa Bay region. Fresh seafood, locally roasted and brewed coffees and sea-inspired jewelry are cornerstones of TPA's shops and restaurants, which combine with national brands that delight guests.*



Not only do airport visitors love the TPA concessions program, it received recognition from peers this year. Among the accolades:

- Airports Council International named the Hard Rock Café in the Main Terminal Best New National Brand Concept
- The Runway store in the Main Terminal received 2nd place in the Retail Concept category from ACI
- Café con Leche Ybor City, a coffee shop in Airside C, received 2nd place for Quick Serve Concept from ACI
- Café con Leche Ybor City also received Coffee, Tea, Non-alcoholic Beverage Shop of the Year from the Moodie Davitt Report
- Airport Revenue News bestowed TPA's concessions program with the Best Program Design Award
- Airports Council International – North America named Laurie Noyes, the airport's VP of Concessions, its Concessions Person of the Year





*From Hot Dog City to Cigar City Brewing, Tampa International Airport's concessions program has evolved to meet the tastes and expectations of our passengers. Cameras and film used to be a hot-selling item in TPA's shops, and restaurants served basic but reliable dishes.*





*Tampa International Airport's Concessions team was bestowed with several awards, including Best Program Design, Concessions Person of the Year and Best National New National Brand Concept. "We have a really strong concessions team here at Tampa International Airport and I'm proud to be a part of it," VP of Concessions Laurie Noyes said. "Thanks to the leadership of Airport CEO Joe Lopano and our Board, we've been able to completely reimagine our program."*



*Today's shops and restaurants are smartly designed and offer a variety of food options, popular clothing brands and technology for the tech-savvy traveler.*





*The SkyConnect station at the Main Terminal, shown here, rises more than 80 feet in the air. The train travels nearly 50 miles an hour to the Economy Parking garage and the Rental Car Center, located 1.4 miles away.*



# MASTER PLAN PHASE 1

Building on our legacy of customer service and innovation with an expanded Main Terminal, fast connections and state-of-the-art facilities.



# Master Plan Phase 1



*On April 14, 1971, Executive VP Greater Tampa Chamber of Commerce W. Scott Christopher, Florida Gov. Reubin Askew and Airport Director George J. Bean participated in dedication ceremonies for the new TPA terminal, which was hailed as a marvel in air travel around the world.*

Low-lighting and bright shag carpeting. Phone banks and pay-per-use televisions. A snack shop, film store, the "Florida Shop" and "Hot Dog City."

My, how Tampa International Airport has changed in the past four-plus decades.

That's especially true of 2018, when the Airport all but wrapped up with the completion of all major elements of the largest and most transformative expansion in Airport history – Master Plan Phase 1.

The SkyConnect and Rental Car Center, the two largest components of the expansion, opened up on Valentine's Day 2018, while the Main Terminal Transfer Level was completely construction free just in time for Thanksgiving. The Airport opened all but two of the 69 shops and restaurants by Christmas, putting a bow on the largest concessions redevelopment since the Airport opened in 1971.

The results – and economic impact – are tremendous.





*On Feb. 7, 2018, Florida Gov. Rick Scott, Airport CEO Joe Lopano, the Airport Board and others cut the ribbon on the new SkyConnect and Rental Car Center. The facilities opened to the public on Feb. 14.*

Since the project began in 2014, more than 11,000 people logged more than 6.4 million hours transforming nearly every corner of the Airport campus. More than 600 different contractors, most based in Florida or with regional offices here, worked on the job, including 200 minority, women and disadvantaged enterprises.

The completion of Phase 1 was crucial to the future growth of the Airport. TPA handled more than 21 million passengers in Fiscal Year 2018. The facility was only meant to accommodate 23 million. Once all three phases of the Master Plan are complete, TPA will be able to handle roughly 34 million guests annually.

An in-terminal rental car center, TV viewing areas and dark carpeting served passengers when the Airport opened in 1971.



The new Rental Car Center is decorated with artwork installations – including the hanging kinetic sculpture called “Crosscurrents” by Tim Prentice and David Colbert – as part of TPA’s \$2-million public art program.





### FAST FACTS

**Rental Car Center size:** 2.6-million square feet

**Rental car brands:** 16 (up from 8)

**Rental Car Center Capacity:** More than 6,000 vehicles

**SkyConnect capacity:** Each car can hold 56 passengers with luggage

**Peak speed:** Up to 48.7 miles per hour

**New Main Terminal space:** 55,000 square feet

**New tiles:** 115,000 square feet of new tile flooring and 157,000 square feet of ceiling tile

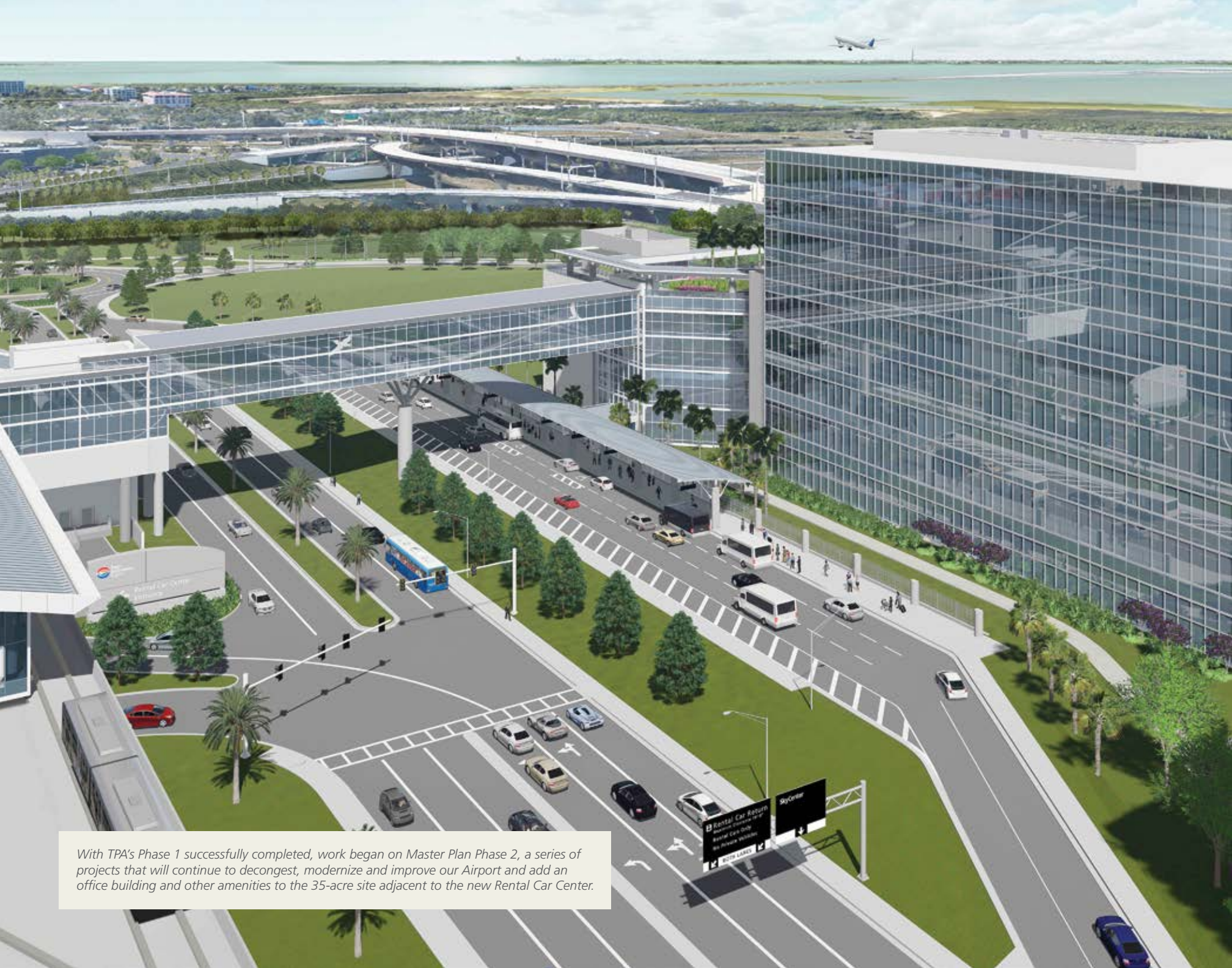
**Renovated elevators:** 24

**Linear feet of new escalators:** 1,112 feet



*Today, passengers benefit from tile floors to ease the transport of roller bags. Natural light streams through windows and outdoor terraces offer prime locations for plane watching or relaxing.*





*With TPA's Phase 1 successfully completed, work began on Master Plan Phase 2, a series of projects that will continue to decongest, modernize and improve our Airport and add an office building and other amenities to the 35-acre site adjacent to the new Rental Car Center.*



# MASTER PLAN PHASE 2

Taking the next step towards the future by adding commercial development as well as express curbsides to better suit the needs of today's traveler.



## Master Plan Phase 2

When Tampa International Airport opened in 1971, it was heralded for its revolutionary hub-and-spoke design and pioneering commitment to put passengers first with short walking distances and world-class convenience.

Master Plan 2 builds on that legacy.

The next phase will introduce innovative new express curbsides for passengers without luggage, speeding up the Airport experience for millions of guests per year. It will be built with ride-sharing and automated vehicles in mind and we will at long last see the beginnings of the “Airport city” concept with a diverse assortment of new commercial and retail buildings located on property.

With record passenger numbers in 2018, the Airport launched headfirst into Master Plan Phase 2, which includes a 35-acre commercial development area, 16 express curbsides, a new commercial curb and a brand new central utility plant. The Airport moved deep into the planning, design and enabling work for many of the major elements of the expansion in 2018.

*Work began this year on Phase 2 of the Master Plan, which includes express curbs at the Main Terminal to speed the journey of passengers who aren't checking bags, and a commercial development called SkyCenter around the Rental Car Center.*





In June, the Hillsborough County Aviation Authority Board of Directors approved the design contract for the express curbside project. Shortly after, design-builder Hensel Phelps and their team began a wide range of investigations preparing for the expansion, including everything from soil sampling to structural scans using car-mounted 3D scanners.

In December, the Board approved a \$66 million contract for construction of new facilities and site preparation of 35 acres at the Airport's new SkyCenter development area.

The contract, which also went to Hensel Phelps, is the first vertical construction contract related to SkyCenter – one of the centerpieces of the second phase of the Airport's Master Plan, a three-phase capital program that will increase the Airport's capacity to 34 million annual passengers.

Before construction of Master Plan Phase 1 began in November 2014, TPA had a maximum capacity of 23 million annual passengers. In Fiscal Year 2018, the Airport served 21 million passengers – an all-time record



*The first SkyCenter projects are a pedestrian bridge from the Rental Car Center to an atrium connected to a nine-story office building.*







*Tampa International Airport proudly participated in a number of 2018 community events, including the Dr. Martin Luther King Jr. Day Parade in Tampa.*





# **SUSTAINABILITY & COMMUNITY ENGAGEMENT**

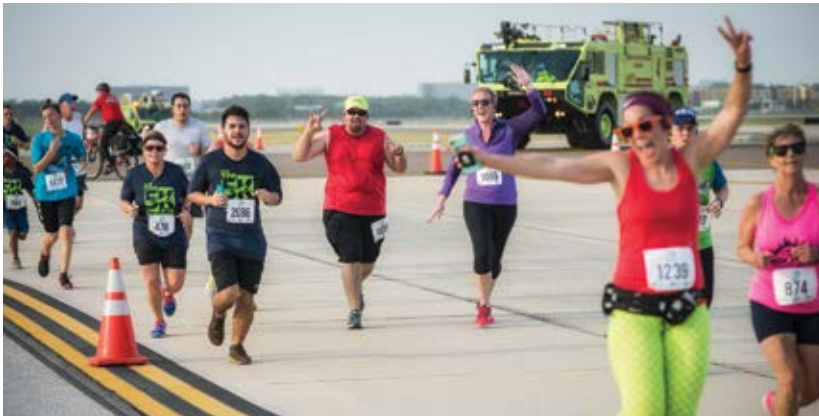
Tampa International Airport is leading the way with people, policies and programs that benefit Tampa Bay now and for generations to come.



# Sustainability & Community Engagement



*Tour Guides have served as ambassadors for Tampa International Airport since the facility opened in 1971. The program was originally created to introduce the public to the country's newest and most original airport design. Later, the program became an educational experience for thousands of local schoolchildren every year.*



After Tampa International Airport opened, it quickly became one of the top tourist attractions of Central Florida. People came from all over the world to ride TPA's first-of-its-kind shuttle system and check out the state-of-the-art building architecture. Simply put, the Airport was the gem of the Tampa Bay region, and those who were lucky enough to work for the Authority took great pride in this.

Today, that legacy continues not only with the continuation of great building design, but with a culture of wellness, an eye toward sustainability and a strong support for the community that surrounds the Airport. While driving tourism and economic growth is TPA's biggest role for the state, its employees worked hard in 2018 to make an impact in many other ways. This included:



- Hosting a successful 6th annual Tampa International Airport 5K on the Runway, which raised nearly \$100,000 for United Way Suncoast. Combined with the 5K fundraising, employee donations contributed to a record total of \$146,000 to United Way Suncoast

- TPA continued to serve as a member of the Tampa Bay Clean Cities Coalition and reached the next level of the ACI Airport Carbon Accreditation Program by demonstrating a reduction in emissions.

- The Airport once again had a strong presence by sponsoring booths or participating in the Tampa Pride, St. Pete Pride and the Martin Luther King Jr. Day events in Tampa and St. Pete

- TPA hosted the 2018 Florida Airports Council Conference, bringing record attendance to the 49th annual event and sponsoring the first ever community support challenge which assembled 1,000 snack bags for children at Campbell Park Elementary School



- Citing outstanding outreach efforts and high woman- and minority-owned business participation in concessions and construction, the Federal Aviation Administration presented Tampa International Airport with the 2018 Civil Rights Advocate and Partner Disadvantaged Business Enterprise Award

- The Authority also launched its own Toastmasters club and SKY Leadership training courses to develop staff, ensuring its employees have the skills and tools needed to take TPA to the next level as we move into 2019



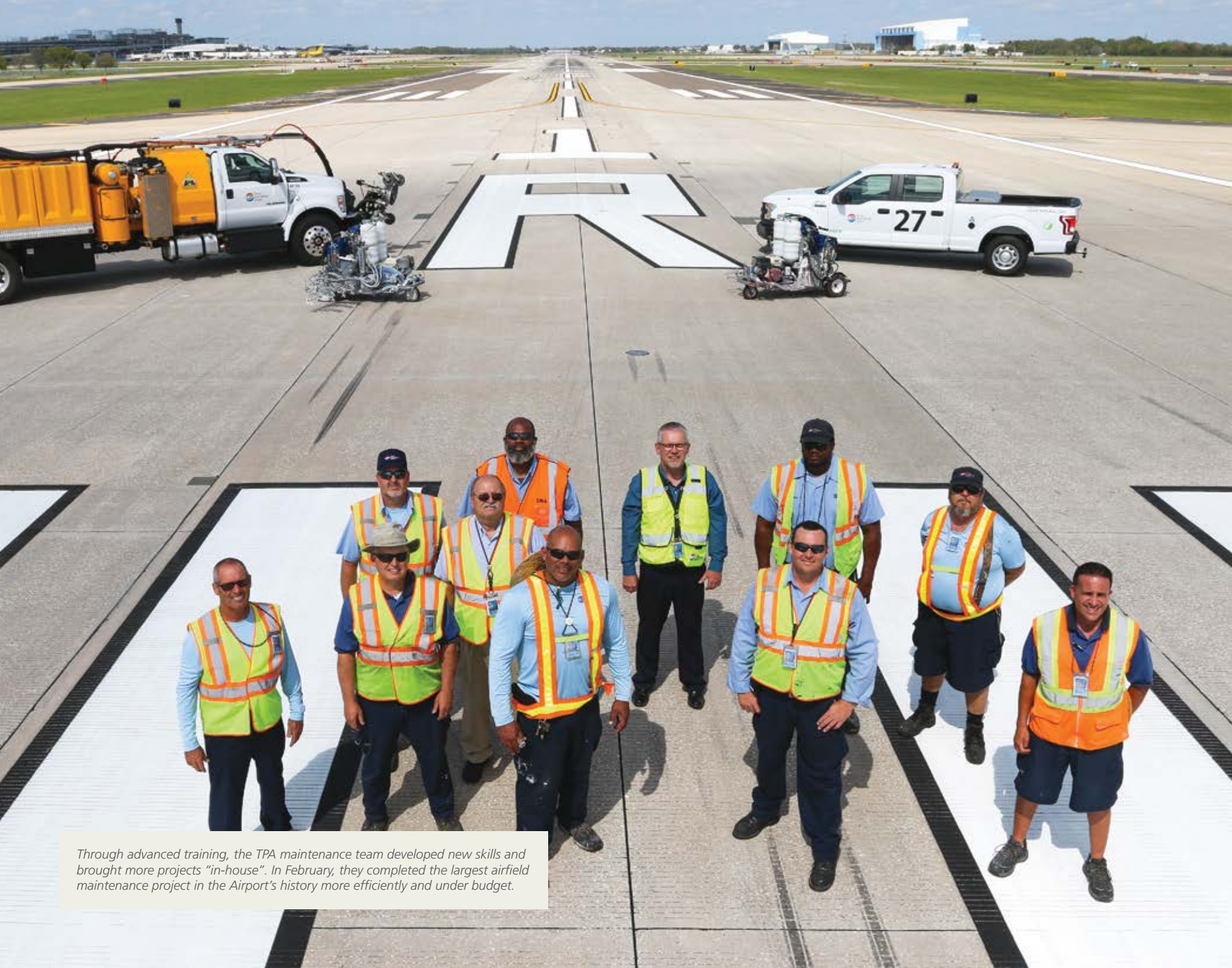


The employees of Tampa International Airport take pride in being out in the community to share their spirit and comradery. By participating in local parades and festivals for Gasparilla, Martin Luther King Day and PRIDE festivals, TPA is a visual and vocal supporter of events across Tampa Bay. New highlights this year include the Airport's award-winning social media campaign supporting the Tampa Bay Lightning, The Plane Spot for aviation enthusiasts and Plane Speaking @FlyTPA, a Toastmasters club. In 2018, the Guest Services team welcomed new Director of Guest Services Daniel Glennon and reorganized staff and schedules to provide more coverage on peak days for FIS and staffing on ticket and transfer levels .









*Through advanced training, the TPA maintenance team developed new skills and brought more projects "in-house". In February, they completed the largest airfield maintenance project in the Airport's history more efficiently and under budget.*



# SAFETY & SECURITY

Our first responders, maintenance crews, operations team and IT professionals provide the foundation for our safety culture, a secure environment in which our employees and guests can thrive.



# Safety & Security



The safety and security of Tampa International Airport's passengers, guests and employees has been a top priority since the very beginning of TPA, and over the decades, new threats and challenges have called for improved technology, intelligence and skills. As the Airport has grown and evolved, our Police, Traffic Specialists, Dispatchers, Operations staff and Fire Rescue workers have stepped up to develop innovative programs and implement new ideas to enhance the collective atmosphere of safety awareness.



*Building on a foundation of safety and security: The early days of the Airport Police Department, ARFF station and soldiers from the National Guard assigned to stand watch at the checkpoint after 9/11.*

Recently, Airport Operations led the efforts to promote the safety culture, share the vision and engage the tenants, because security is everyone's business at TPA. Programs implemented in 2018 include scheduled FOD walks with the airlines to scour the ramp spaces for loose debris and regular emergency plan reviews and exercises. Operations also implemented a Safety Management System that challenged every Airport employee to pledge his or her dedication to building on a safety culture and creating a more secure workplace.

The safety message extended into the community through outreach programs and open forums like the noise abatement consortium and reaching out to drone enthusiasts in the area to communicate the latest operating guidelines. Cybersecurity has also been a strong theme over this past year, drawing the expertise of our IT department to create stronger barriers against network and computer threats.

Not all security technology involves computers. In 2018, TPA also welcomed a high-tech member to the Airport Police Department: Anya, a three-year-old Belgian Malinois, who represents the latest generation of explosive detection canines. Her unique training, which allows for odor detection and pursuit at greater distances, is helping to keep everyone safe.



*Safety and security is everyone's business at TPA and our employees are all in! From our maintenance crews keeping the facilities and airfield up to FAA specifications, to police and firefighters training to be prepared for any possible emergency, our employees embrace culture of safety.*













# Staff Roster



**Executive Staff** (pictured left to right)

**Front Row:**

[Damian Brooke](#) / Executive Vice President, Finance & Procurement  
[Al Illustrato](#) / Executive Vice President, Facilities  
[Janet Scherberger](#) / Vice President, Communications  
[Joe Lopano](#) / Chief Executive Officer  
[Michael Stephens](#) / General Counsel & Executive Vice President  
[Chris Minner](#) / Executive Vice President, Marketing & Communications  
[John Tiliacos](#) / Executive Vice President, Operations & Customer Service

**Back Row:**

[Laurie Noyes](#) / Vice President, Airport Concessions  
[Ed Haines](#) / Vice President, Procurement  
[Elita McMillon](#) / Assistant General Counsel & Director of Ethics, Compliance & Diversity  
[Michael Kamprath](#) / Assistant General Counsel  
[Scott Knight](#) / Assistant General Counsel  
[Dominic Macrone](#) / Vice President, Human Resources & Administration  
[Jeff Siddle](#) / Vice President, Planning & Development  
[Marcus Session](#) / Vice President, Information Technology  
[Beth Zurenko](#) / Vice President, Real Estate  
[Ann Davis](#) / Vice President, Finance



## Directors

Adam Bouchard / Director, Operations

John Burkholder / Director, Risk & Insurance

Tony Conza / Director, Business Analysis, Reporting & Revenue Control

Danny Cooper / Acting Director, Marketing

Rich Coudurier / Director, Planning & Design

Gina Evans / Director, Government Relations

Brett Fay / Director, General Aviation

Randy Forister / Director, Commercial Real Estate

Jerry Freeman / Director, IT Applications & Project Management

Daniel Glennon / Director, Guest Services

Roop Johal / Director, Commercial Parking

Dan Johnson / Director, Development Program Services

John Mallory / Director, Construction

Danny Olegario / Airport Fire Chief

Paul Ridgeway / Director, Maintenance

Kenneth Strickland / Director, Research & Air Service Development

Brandon Taugner / Director, IT Operations

Laura Tatem / Director, Internal Audit

Lloyd Tillmann / Director, Emergency Management & Business Continuity

Charlie Vazquez / Director, Public Safety & Security

Jason Watkins / Director, Financial Operations

Kate Webb / Director, Concessions

JoAnn Wieckowicz / Director, Financial Planning

## About HCAA

The Hillsborough County Aviation Authority is an independent special district of the State of Florida, created by the 1945 Florida Legislature with exclusive jurisdiction, control, supervision and management over all publicly-owned airports in Hillsborough County.

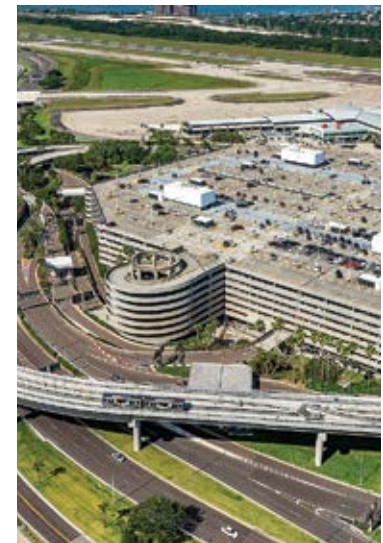
A series of special acts of the Legislature have broadened the scope of the Aviation Authority, giving it the full prerogatives of a public corporation. The key feature in the structure of the Aviation Authority is the requirement that all moneys be kept separate from all

other governmental units-and these moneys cannot be spent for anything other than aviation purposes. The Aviation Authority is empowered to promulgate and enforce all rules and regulations required for the proper operation of its facilities.

The Authority is a self-supporting organization and generates revenues from airport users to fund operating expenses and debt service requirements. Capital projects are funded through the use of bonds, short-term financing, passenger facility charges, federal and state grants and internally generated funds. Although

empowered to levy ad valorem property taxes, the Authority has not collected any tax funds since 1973.

The Aviation Authority is governed by a five-member Board of Directors. Three members are residents of Hillsborough County appointed by the Governor of the State of Florida for four-year terms. The Mayor of the City of Tampa and a board member of the County Commissioner of Hillsborough County, serve ex officio on the board. The gubernatorial appointments occur at two-year intervals and at these times the Board re-organizes itself, electing officers for the ensuing two years.





## Special thanks to our community partners

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Greater Tampa Chamber of Commerce  
St. Petersburg Area Chamber of Commerce  
Tampa Hillsborough County Economic Development Corporation  
Visit St. Pete/Clearwater  
Visit Tampa Bay

## Acknowledgments

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Editors: TPA Communications - *Janet Scherberger, Emily Nipps & Christine Osborn*; TPA Finance - *Tony Conza*

Production: TPA Marketing - *Danny Cooper, Kelly Figley & Ilana Goldenberg-Rosen*

Design: TPA Design Studio - *Justin Edwards & Robert Connelly*

Photography: TPA Design Studio - *Angelo Mottola*  
TPA Communications - *Danny Valentine & Christine Osborn*  
TPA Operations - *Chris Giokas & Mike Hushek*  
Contract - *Lori Ballard Photography; Eve Edelheit Photography; Meagan Klementowski Photography; Jorge Alvarez Photography; Randy Van Duinen Photography*



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To view the Airport's FY2018 financials, please go to  
[www.TampaAirport.com/facts-statistics-financials](http://www.TampaAirport.com/facts-statistics-financials)

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