

TRAVELERS AID  
SOCIETY  
OF SAN DIEGO

**MONTHLY  
MEETING:**

Our next meeting will be the Holiday Event on Wednesday, **December 9, 2016**, at the Paradise Point Resort; invitation only, and RSVP cards must be returned by December 3, 2015.

**CONVENTIONS:**

December 2-5  
CSBA Annual Education  
Convention 4500

December 6  
Advanstar/CVC West  
3000

December 12-16  
ASCB Annual Meeting  
10000

December 14-16  
Robo Universe Conference/  
Expo 5000

December 31  
SD International Auto Show

**MAJOR EVENTS:**

11/19-1/3/16  
Fantasy on Ice, Skating at  
NTC

11/26-1/6/16  
Skating by the Bay, Hotel  
Del Coronado

December 4-5  
Balboa Park December  
Nights

December 13 & 20  
Parade of Lights on San  
Diego Bay

December 30  
Big Balloon Parade Holiday  
Bowl Parade

# The Traveler

DECEMBER, 2015

## Volunteers in the Spotlight



**Mary and Craig Hunter** have been with Travelers Aid for over nine years, working every Friday evening. Over time, they got to know the airline workers pretty well, especially the nice people at Southwest Baggage Claim. Those friendships have been invaluable when it comes to marching lost items to their owners. Mary, who

does "Colombo" proud, is really good at investigating and contacting travelers before their trips are ruined by losing their property. There have been several instances of Service men on last minute emergency leave needing help making their flights or needing one changed and those friendships with Southwest have made our care for these servicemen that much better.

Mary is from Abilene, Kansas and has lived in San Diego since the early 1960's, while Craig has lived here all of his life. They were introduced to each other by square dancing friends and have just celebrated their 25th wedding anniversary.

Mary retired from the County of San Diego after 31 successful years. Craig was a Navy Corpsman, serving with the Marines in Viet Nam and working in the OR at Mercy hospital before branching out into other fields. He eventually retiring after 27 years from Sparkletts Water. Both of Mary and Craig spend a lot of time as Usher captains at The Old Globe and The Lamb's Players Theater. They also

double as back stage tour docents at the Globe where, during the "Christmas on the Prado" celebration, they wear Dickens costumes to welcome people to the theater. People like the costumes so much that they started wearing them at the Terminal One information desk almost 10 years ago. Half the fun is bringing candy canes and giving them out to people who have been good and also to people who, while maybe not being really good, promise to be better. Mary says that Craig will believe anyone (except Raider fans). Craig does like his "hassling" Raider Fans, they can take a joke and give it right back.

Usher friends of theirs, Sheila and Harry May, Joe and Kathy Naylor and Vicki Duffy, all talked about how much fun it is to work at Travelers Aid; so Mary and Craig came on board in August of 2006. They like the challenge of the desk, as Mary says it's sort of like "Pawn Stars", "You never know what's going to walk up to that desk."

## Advisory Board highlights

There was no Advisory Board meeting in November. However, we will be thanking VAB members, **Phyllis Achuff, Jan Ford (TA), Phyllis Achuff, Jan Ford (TA), Dotty Herzog, Karen Krusen, Michael Shapiro and Gary Zeugschmidt (TA)** for their three years of dedicated

service and difficult parking to the Advisory Board. The additions to the Board for 2016 are **Ernie Arellano (Therapy Dog teams), Donna Capps, Bob Lettas, Bob Muller and Pat Fox (TA).**

If you have concerns, please contact our Suggestion Coordinator, **Candy Bell** who can be reached for comments and suggestions at 619-501-7573 or preferably via email at [bell.candy@gmail.com](mailto:bell.candy@gmail.com).

## KUDOS FOR OUR VOLUNTEERS

Thanks so much to our volunteers who did their shifts and substituted in other shifts:

Diane Aerts  
 Alan Avond  
 Jules Barad  
 Judy Bentovim  
 Jeanette Bingham  
 Mickey Brule  
 Donna Capps  
 Daire Coco  
 Dieter Corts  
 Nancy Davidson  
 Jeff Epstein  
 Kate Felke  
 Johanne Geoffrion  
 Cheryl Hemmings  
 Sue Hunt  
 Bill Irwin  
 Merrilee Kazarian  
 Sue Kelly  
 Vivian Kiss  
 Jerry Lewis  
 Sami Olenik  
 Marsha Oliva  
 Pat Ramsay  
 Carole Sanford  
 Sandy Shaut  
 David St. Onge  
 Nancy Stockton  
 Angie Taylor  
 Miho Tattersall  
 Dona Whitaker  
 Marjorie Zhou

## GET WELL

Hurry up and get better:

Kay Atz  
 Jenny Colacino  
 Helene Golston  
 Dotty Herzog  
 Jeanne Iturri  
 Beverlee Reed  
 Dodie Schulz  
 Trudy Verdick  
 Bob Wilde

You all are missed and we look forward to welcoming you back soon.

# Monthly Meeting

Our quarterly volunteer meeting was held at the Airport Administration building (the Old Commuter Terminal). We had several informative speakers. Nyle Marmon from Concessions, who is working on the Rental Car Center, announced that it will be opening on January 20, 2016. There will be a neighborhood event to which volunteers will be invited, and you will be able to view the new center. Watch for that invitation via email.

Two gentlemen working with the "Good Travelers Program" spoke to us about this environmental initiative. The initiative is to support environmental programs by donating money to offset our carbon footprint for air travel. You can purchase a ticket for \$1

which offsets 500 miles of your trip. There will be pop-up booths in the airport where tickets can be purchased. Currently, ALL proceeds are going to the Arcata Community Forest and Big Smile Wind Farm in Idaho. The long term goal is to have many of the airport vendors offering this opportunity and other environmental organizations as recipients of the funds. The airports and concessions are not making money off of this. If you would be interested in helping with one of the pop up booths at the airport, you can contact Steve Statler at (503)709-1900. His company is Cause Based Solutions. Tony Brock from the TSA came and spoke about the TSA Cares program, and Pre-

Chek programs. Those going through the PreChek program are no longer randomly selected, you have to be a member of the program now. The Pre-check will show up in the left hand corner of your boarding pass. If asked pies and gelatins cannot be carried on board the aircraft. So leave Grandma's favorite pumpkin pie at home! Suggestion to keep valuables in your carry-on, even wallets. That way they go through the x-ray, but aren't sitting out in a bowl for temptation. If a wallet is missing send the passenger back to the checkpoint as they are kept there. They have a separate custody procedure for lost valuables. There are information cards on the file cabinet outside Gina's office.

# Airport Updates

Solar panel installation in **Terminal 2 West parking lot** should be finished the end of November. That should free up some of the parking congestion.

**MTS Kiosks** will be installed near our desks for passengers to get tickets, etc. No date is set yet.

**SAN Airport Long Term Parking lots** will be giving \$5 vouchers to passengers leaving their cars in the long term lots over the holidays. Vouchers can be used for purchases at Airport Concessions.

Some **business center needs** such as faxes, email, etc. can be done at the **Airspace Lounge** post security, near the T2East checkpoint. Other possibilities are Travelex and the Sheraton Hotel across from the airport.

When there is an **Emergency at the Airport** such as the recent event "Active Shooter" that shut down the airport for several hours, please do not give

out numbers such as Operations number to the passengers. Please only call Ops once for information. Gina continually tried to find out what was happening to no avail. So in these situations, please send the passengers to their respective airlines. They would be the only ones that will know where their flights have been diverted to and if the passengers were going to be bused to San Diego. You can call Operations, but do it once. Colm said they would be better about getting information out to the volunteers.

**Holiday Pizzas for the USO** - Ginna James will be collecting money from volunteers to provide pizzas for the service members traveling through the Airport over the Christmas Holiday. Last year, we collected over \$1400 to purchase pizzas. You can leave a check in Ginna's mail file, leave cash or checks with Gina. If you wish, Ginna will provide you with a donation letter. Just let her know at the

time of your donation. If you wish to help her out, the pizzas will probably be delivered around the 22, 23, and 24<sup>th</sup> depending on when Camp Pendleton drops off the Marines. Just let Gina know if you wish to help.

Remember that we are not to recommend a particular shuttle company. **Shuttles for Hire** are assigned by the dispatcher at the podium on the islands in the parking lots. Just send the passenger requiring a shuttle to the dispatcher. Do not say Super shuttle or any company by name. If you have any questions, please ask Gina.

Do not give out the various **Airline telephone numbers** to anyone. The only numbers we are permitted to share are the 800 numbers or Lost Baggage numbers. The rest of the numbers for instance Airline Operations or General Managers, are for our use in emergency situations only.

## Wounded Warriors Program

Thanks so much to **GINNA JAMES, JUDY BENTOVIM, TRACEY SCHMIDT** for assisting the Severely Injured Military, who have recently traveled through San Diego. Your assistance is very much appreciated by all.

We are looking for volunteers to assist

with Wounded Warriors. It can mean some early mornings and late nights, but so needed. It works best if you are able to do the departure and arrival or vice versa. It is particularly helpful when PTSD or TBI injuries are involved. They will know who their escort is. We will be doing a short

orientation on Friday, October 2. at 10:00am, in the VAA Conference room outside Gina's office. Ginna will explain how the program works and what the volunteers do while they are escorting the Wounded Warriors. Come check out the program.

## Ready, Pet, Go! Therapy Dog Program

We are so happy to welcome new Therapy Dog teams to the SAN Airport. They are **Tony Carchedi/Janelle Kaneshiro** and Pekingese, **Freddie**; **Jill Kaneshiro** and Shih Tzu, **Suri**; **Debbie Geyer** and Black Labrador Retriever, **Lulu**; **Carly Grimm** and Golden Retriever, **Atticus**; **Sharon La Spada** and Vizsla, **Harley**; **Pat Rodriguez** and Bullmastiff, **Ben**; **Lisa Shellstrom** and Goldendoodle, **Buddy**.

Just starting their paperwork with Alli-

ance of Therapy Dogs are **Sharon La Spada** with her Vizsla, **Harley**, **Jody Nayoski** with her St. Bernard, **Gracie** and **Sharon Sherer** with her Shih Tzu, **Dylan**.

We pair a team up with a badged Volunteer Airport Ambassador, so they can answer airport directional questions and be a second pair of eyes. Volunteers watch for other service dogs, large crowds of people coming down the concourse, etc. and let the Team owner know as they are watch-

ing their dogs interact with the passengers. Most of the dogs can go for approximately two hours. If you haven't tried a shift, you should! It will definitely make you smile and it's an opportunity to spread some happiness and calm in the Airport.

The teams will be out in force during the busy holiday season, so please sign up for a shift! Also if you know of anyone with a Therapy Dog, tell them about our program.

## What's New in the Blue? (blue notebook that is)...by Nancy Stockton

### Cargo Office • Section 2 • Yellow Pages - pg YP-6:

The American Airlines cargo office has moved closer to Kurtz from the far end of the line of offices at 2719 Kurtz. That makes it slightly easier to find. Passengers picking up pets go north on Pacific Highway, turn left on Kurtz and then make an immediate left into cargo office parking lot. The AA cargo office (suite A) is the first office on the left in the line of offices.

**Reminder:** Pets traveling as cargo are picked up at the various cargo offices. Pets traveling as checked baggage (meaning their owners are on the plane with them) come out on the baggage carousels.

**Hotels • Section 4:** The alphabetical (pink) and by location (green) hotel pages have been completely revised. There are several new hotel and some hotels changed affiliations.

The *Hampton Inn* on Greenwood will become a *Four Points by Sheraton* on

December 10th. In the meantime the hotel's name is Rosecrans Hotel. The hotel plans to continue with shuttle services for their guests under the Four Points name.

A *Hilton Gardens Inn - Old Town/Sea World* opened up in the former Padre Trails Inn location.

The 2 new hotels along the Embarcadero, next to the *Wyndham*, are due to open in February. They will be the Marriott brands of *Residence Inn* and *SpringHill Suites*. According to their websites they will offer only valet parking at \$40 per day!

Further along Pacific Highway at Hawthorne are 2 more hotels opening probably around March since construction looks to be behind the above Marriott hotels. These hotels will be a *Hilton Gardens* and a *Home-wood Suites*. The parking arrangement for these 2 hotels appears to be the same i.e. valet parking at \$40 per night!

By June 2016 the *Declan Suites* will

close down and become a *Marriott Vacation Club* timeshare resort.

### Reminders:

**Known Crewmembers Program:** Information about the Known Crewmember Program's security access points can be found in the **Yellow Pages** on page YP-13. The location of these access point lines varies from checkpoint to checkpoint. There are several instances where the Known Crewmembers use the passenger exit lines. These special lines are only for pilots and flight attendants who participate in that program. Our SAN Ambassador red sterile badges cannot be used in those lines.

**TSA PreCheck:** The address and telephone number of the TSA Pre-Check Application Enrollment center is in **Section 14, Security** on page 14-D-3 (almost the last page in the binders). Section 14 is in the Supplemental Binder at the desks and is the last section of the International Arrivals binder.



**Volunteer Advisory Board**

**Malvina Abbott  
Phyllis Achuff  
Stu Baily  
Candy Bell  
Pat Fox**

**Dotty Herzog  
Ginna James  
Karen Krusen  
Jerry Lewis  
Bob Martin  
Art Pardo**

**Michaele Shapiro  
Dayton Smith  
Betty Tomaino**

**Director of Visitor Services**

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**President of Travelers Aid**  
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**Editor Director of Operations**  
Charlyne Bryant

**Volunteer Coordinator**  
Cynthia Compton

**Development & Communications**  
Marcy Roke



# Interesting Airport Story

Jim Sims, *Mobile Cart Driver*

"A girl and her grandmother went thru security together, but the girl for some reason, came back outside. She tried to reenter TSA, but got denied because her grandmother had her passport & boarding pass.

She told us her problem, so I went thru security to find her grandmother & retrieve passport and boarding pass. The girl neglected to tell me her grandmother didn't speak or

understand English (minor detail). I located the grandmother and of course just got a blank stare when I explained the problem. Luckily, Spirit gate agent spoke Spanish and interpreted for me. Even though my airport ID was clearly visible, the grandmother wasn't about to hand over the passport to me. So, my law enforcement experience kicked in and I showed her my retirement badge. Upon seeing my badge, she smiled and handed me the passport and boarding

pass. (For the record, I badged her to gain her trust, not to intimidate.) Passport and boarding pass were returned to granddaughter.

Also, on the same shift, I got my first "crying" stat. A girl had left her bag beyond security, and when I found and returned it, she started crying and gave me two big hugs. It was kind of nice to make someone cry for a good reason instead of for me arresting them or writing them a ticket.

## In Memoriam

It is with great sadness we announce the sudden passing of Terminal I Mobile, **Ralph Vigna**. Ralph Gary Vigna (Vig) 72 of San Diego, CA died suddenly Sunday, November 1. His Memorial Service will be Dec. 5<sup>th</sup> at 1:00pm At the Erickson Anderson Mortuary, 8390 Allison Avenue, La Mesa, CA 91942. Reception immediately following

### FARE THEE WELL

We are so sorry to bid farewell to longtime Terminal I volunteer, **Shirley Alexander**. Shirley has moved up North to be closer to her family. Her cheery disposition will be missed. Thanks, Shirley for all the time you have given to Travelers Aid and the Airport.

We also are also saying farewell to two new volunteers, **Angel Hill** and **Angie Taylor**. Life got in the way of their volunteering. We wish you all the best in the future.

## Santa Fe Station

We have several openings at the Santa Fe Station. If you are interested, it only takes one additional training session to get started. Please contact Gina at 619-295-1277 or Cynthia at 619-295-8393, ext. 310.

## CPR Training

The next class will be held on Monday, December 14, from 2-4pm, in the Lindbergh Conference Room

To sign up for a class, please contact Cameron Burkel at [burkel@san.org](mailto:burkel@san.org) (preferable) or call (619) 400-2767 between the hours of 8:00am and 4:00pm, Monday through Friday.

### Happy December Birthdays!



- Marisa Acierto**
- Hans Altona**
- Joanne Bradley**
- Anne Burnett**
- Bob Castro**
- Susan Cohen**
- Jan Dekker**
- Ben Findley**
- Gary Garren**
- Barbara Henscheid**
- Deborah Hill**
- Bob Holloway**
- Vivian Kiss**
- Priscilla Leathers**
- Helene Lidge**
- Jonni Man**
- Joe & Kathy Naylor**
- Dolly Osrowske**
- Carolyn Parry**
- Dorothy Petiford**
- Max Richter**
- Rose Marie Rodrigues**
- Miho Tattersall**
- Richard Townsend**
- Alan Vanden Avond**
- Jo Wittrock**

We hope that your birthdays are very special.