

MONTHLY MEETING:

Friday, April 15, 2016,
10:00am, Board Room - 3rd
floor, Airport Administration
Building (old Commuter
Terminal).

Please RSVP to
gina@travelersaidsandiego.org
or call 619-400-2266 by close
of business, April 8, 2016.

CONVENTIONS:

April 2
Experimental Biology
15,000

April 17-19
Social Media Marketing
World 2016
4000

April 19
San Diego County Apartment
Association
3500

April 20
SD National College Fair
6000

April 24-28
Lightfair International 2016
23,000

MAJOR EVENTS:

April 2-3
San Diego Crew Classic

April 2-3
Carlsbad 5000

April 16-17
Coronado Flower Show

Volunteers in the Spotlight



Michael and Sandy Shapiro have been Airport Ambassadors since 2009, working at T-1 Information desk. Michael served 3 years on the Airport Advisory Board and continues to train new volunteers.

They met in Columbus, Ohio, married and raised four children: Jamie, Michael, Debra and Dan. The Midwest is a lovely peaceful place to live, they say, but after 16 years there, they moved to the Boston area for a bit more excitement. When retirement time came in 1999, they crossed the country, settling in Encinitas, CA.

Michael was born in Pittsburgh,

raised in Florida, and lived in Columbus, Ohio. She is a graduate of Ohio State University. After the children were raised, she worked at Digital Equipment Corporation headquarters. Interests include cooking, baking, reading and participating in 2 book clubs, Mah Jongg, Scrabble, staying in touch with family and friends, and planning family reunions.

Sandy (Sanford) was born and raised in the Bronx, NY. He always was fascinated by new technologies. Sandy attended Cornell University for Chemical Engineering, then worked with NoCal Corp, helping to develop the first dietetic beverages. He worked in the aerospace industry developing power systems for the early satellites. Most of his professional career has been with international companies such as Industrial Nucleonics (AccuRay) and Honeywell Corp. Also, his consulting company, Omni-Tech Services, enabled him to travel widely. He has published numerous papers on new industrial technologies and spoken at conferences and uni-

versities around the world.

Sandy served in the US Air Force during the Berlin crisis, stationed at Etain Air Base in France. He is currently an instructor in the Encinitas YMCA Fitness Department, volunteers with the SD Sheriff's North Coastal station, and for 10 years was an Encinitas P&R Commissioner. He is an avid gardener, and volunteers regularly at the San Diego Botanic Garden.

Michael and Sandy are active together locally with a wide variety of interests. They are on the volunteer staffs of the SD Symphony and many theaters: The Globe, La Jolla Playhouse, SD Rep, Cygnet, North Coast Rep, and New Village Arts.

With Airport Ambassadors, they love the interaction with passengers and with the people there to pick up loved ones. They thank Don and Dodie Shultz for telling them about the opportunity at the airport. And they look forward to continuing to serve with Airport Ambassadors for many more years.

Volunteer Monthly Meeting

The meeting for March was an Appreciation Luncheon held on the outdoor patio of the Courtyard by Marriott at Liberty Station. Volunteers enjoyed a Mexican buffet under the partly cloudy skies. The sun finally came out

and it was a lovely afternoon on the patio by the water. Thanks to all the volunteers for their dedication and customer service to the Airport, it's passengers and Travelers Aid. Thanks to

the Airport and the Courtyard by Marriott for an enjoyable afternoon.



WELCOME NEW VOLUNTEERS

Barbara Jones, Sharon Ketteringham, Barbara McNeese, Shari Snyder and Scarlett Swanson to the volunteer program. They will be training in the coming weeks. Thanks so much for joining us.

We would also like to welcome 3 of the new 4 Japanese students out in the terminals. They are **Mayu Hayasaka**, **Megumi Otake** and **Shiori Yamamoto**. The fourth student, **Eri Numajiri** will hopefully be joining us shortly.

Please start talking up the Ambassador program to your friends and family. We seem to be reaching this point where many volunteers are retiring after 8 or 9 years with the program.

HURRY AND GET WELL

Joe Baptista
Ronn Garton
Evelyn Iturri
Sami Olenik
Beverlee Reed
Tom Woehl

FARE THEE WELL

We are so sorry to bid farewell to several volunteers this month. Terminal 1 desk took the biggest hit with the departure of **Dorothy Busbee**, **Joanne Paul** and **Carol Weis** and from Terminal 2, **Don Sichel**

Deciding the trek from Rancho Bernardo was getting too tough was International Podium personnel, **Vic** and **Jonni Mann**.

All of these volunteers have provided invaluable assistance to the passengers at the Airport. We thank them for all of their countless hours to the Airport and to Travelers Aid. We wish them all the best in their future endeavors.

Ready, Pet, go! Therapy Dog Program



We will be missing **Carly Grimm** and **Atticus** this month. Poor Atticus is suffering from

arthritis and has to be on bed rest for a while. We hope this break will enable them to return to the airport soon. You will be missed.

Therapy dog teams are teamed up with a badged Volunteer Airport Ambassador, so they can answer Airport directional questions and be a second pair of eyes. Volunteers watch for oth-

er service dogs, large crowds of people coming down the concourse, etc. and let the Team owner know as they are watching 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.

Airport Updates

To the **volunteers that train** the prospective trainees, we would like to express a long overdue thank you for your dedication to making sure that our new volunteers have the tools to be successful at their stations. Those trainers are **Phyllis Achuff**, **Kay Atz**, **Richard Bregante**, **Pat Fox**, **Harry Gallagher**, **Johanne Geofrion**, **Howard Gillins**, **Bobbi Harwood**, **Karen Krusen**, **GINNA JAMES**, **Bob Lettas**, **Jerry Lewis**, **Pat McCollough**, **Bob Muller**, **Sue Munz**, **Carolyn Parry**, **Michaele Shapiro**, **Diane Skrivanek**, **Dayton Smith**, **Nancy Stockton**, **Charlie Tamm**, **Janis Walsh** and **Lonna Webster**.

Volunteers are asked to hand out the **\$5 coupons** to passengers preferably departing our airport. This will enable a passenger to get \$5 worth of food, drink or gifts at the airport con-

cessions. The coupons cannot be combined or used at Swarovski Crystal or Big City Bagels at the Rental Car Center. Also, if a passenger is frustrated for any reason, offer them a coupon. *"This doesn't solve your problem but here is a coupon as a gesture of good will!"*

Please remember **that eating at the desks** during our shifts is not permitted. It is not professional for you to have food out on the desk. Having something to drink is fine. If you need to have a bite to eat, please step away from the desk. You can take turns with your partner, or if you are alone, please ask a mobile to take over while you eat.

If your **uniform shirt** is starting to fade, please let Gina know, so you can get a new shirt!

The new **Liberty Station**

Market (like Seattle's Pikes Market) has opened near Stone Brewery in Liberty Station. Go check it out before it gets overrun with tourists!

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.

Kudos for our Volunteers

Thanks so much to our volunteers who did their shifts and substituted in other shifts. They were **Diane Aerts**, **Alan Avond**, **Jules Barad**, **Judy Bentovim**, **Jeanette Bing-**

ham, **Julie Bolton**, **Donna Capps**, **Roma Coleman**, **Bob Donais**, **Richard Ewens**, **Howard Gillins**, **Joe Inneck-en**, **Bill Irwin**, **Brad Jacobson**, **Sary Jamie**, **Ellen Levy**,

Jerry Lewis, **Michele Looby**, **Mary McMillan**, **Dennis Murray**, **Joe & Kathy Naylor**, **Sandy Shaut**, **Marty Tabachnick**, **Charlie Tamm**, **Miho Tattersall** and **Richard Townsend**.

Wounded Warrior Assist Program

Thanks so much to **GINNA JAMES**, **CANDY BELL** and **CHARLIE TAMM** 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.

CPR Training

The Friends and Family Course teaches CPR, AED use, use of barrier devices (i.e.: Pocket Mask) and relief of choking in adults and children. It is intended for those wishing to have basic awareness of cardiac emergencies.

Tuesday, April 19, 2-4pm
Lindbergh Conference Room
Course Length: two hours with no break.

Please contact mary.defelice@san.org to sign up for a class by providing your first, last name, and a contact number. This class is available to all Airport Authority and tenants. Class size for each training session has a limited amount of space. We would like to prevent any no shows. If you can no longer attend please send a cancellation within 48 hours.

Please note class may be canceled should there be less than four attendees.

Advisory Board Highlights

At this month's Advisory Board meeting we discussed the \$5 concession coupons that we would be handing out to the passengers. The coupons will expire on April 30. If your position runs out of coupons, just let Gina know.

If you have concerns, please contact our Suggestion Coordinator **CANDY BELL**, who can be reached for comments and suggestions via email at bell.candy@gmail.com.

What's New in the Blue? blue notebook that

CBX Shuttle • Handout packet and Area Airports pg 9-A-9: There is a new shuttle service to the Cross Border Xpress! The CBX shuttle leaves from the Santa Fe Depot every 2 hours starting at 5:30 am. The last shuttle is at 11:30 pm. Currently the fare is \$8 per person. The CBX shuttle picks up passengers on Kettner Blvd. in the white passenger-loading zone. There is a CBX signboard on the sidewalk showing passengers where to wait. Since this service is brand new, the current hours and fares may change.

The CBX shuttle that leaves the TJ airport to return to San Diego will drop passengers at SDIA as well as the RCC in addition to the Santa Fe Depot.

A CBX handout packet was added to the desks and the International Arrivals podium. It is the same size as the TJ Directions packet and has a lavender cover. This is a draft packet and will be tweaked as your comments/suggestions

are received. As with the other handout packets, please pull a sheet off the back of the packet. Please DO NOT pull off a sheet by reaching under the cover since that ends up ripping the cover.

Connecting to Free Wi-Fi at SDIA • Laminated packet: Instructions for connecting with the airport's free Wi-Fi have been added to the laminated packet. The information on this sheet is the same that has been in the Yellow Pages on page YP-12, but graphics have been added to help the passengers.

The major problem causing access problems is the need to trigger the Boingo Hotspot. When passengers see the signal bars they assume they are connected. Instead the bars only indicate that the device detects the Wi-Fi signal. The device needs to actually connect through the Boingo Hotspot. The passenger must go into the device's browser and attempt to connect

to any public website in order to trigger the hotspot. The hotspot ads, videos and other choices on the Boingo Hotspot screens change all the time. The passenger has to work through the prompts until the final "You are connected" screen.

Concessions • Laminated packets and SD Airport• pgs 3-E: The Sharper Image store in T-2-E has closed. Mindworks, a toy store, has opened in its place.

Where can I get...? • Laminated packet: The listing for SIM cards is being updated. Several of the vendors who had stocked SIM cards no longer have them. As of March 26th, SIM cards are only available, pre-security, at SAND-News in the T-2 baggage claim area and the CNBC Express newsstand in the T-2-E ticketing. Both of these units sell separate voice SIM cards and data SIM cards. Traveler has SIM cards but they evidently only fit in the Samsung Galaxy S5 phone.



Volunteer Advisory Board

- Malvina Abbott
- Ernie Arellano
- Stu Baily
- Candy Bell
- Donna Capps
- Pat Fox
- Howard Gillins
- GINNA JAMES
- Bob Lettas
- Jerry Lewis
- Bob Muller
- Art Pardo
- Dayton Smith
- Betty Tomaino

Director of Visitor Services

Gina Bernsen

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President of Travelers Aid
 Kathleen Baldwin

Editor

Director of Operations
 Charlyne Bryant

Volunteer Coordinator
 Cynthia Compton

Development & Communications
 Marcy Roke



Join us for

A Day on the Greens

An afternoon of golf, games, food, and fun to benefit Travelers Aid's *Journey to Safety* Domestic Violence Program

May 19, 2016 ♦ 1:00 p.m. Start

Coronado Municipal Golf Course
 2000 Visalia Row
 Coronado, California 92118

\$160 per golfer ♦ \$640 per foursome
 Includes admission to **A Night in White** winetasting and dinner

Please register by May 13 on the Travelers Aid Website (under Events)
www.travelersaidsandiego.org

Join us for

A Night in White

An evening of fine wines, delicious cuisine, and fabulous auctions
 To benefit Travelers Aid's *Journey to Safety* Domestic Violence Program

May 19, 2016 ♦ 5:30 pm

Coronado Municipal Golf Course —
 Bayside Grill
 2000 Visalia Row
 Coronado, California 92118

\$65.00 per person in advance

- Wine • Dinner • Auctions • Live Music

Register by May 13 on the Travelers Aid Website (under Events):

www.travelersaidsandiego.org

Get a \$15 Volunteer Discount by using the offer code: **VOLUNTEER16**

Interesting Story

This anecdote was reported by Post security podium volunteer, Bill Irwin. "Good story. On Wednesday this young lady walks toward me out of security with "deer-in-the-headlights" look. I walk up to her and say, "Gate 35?" Now her eyes get even bigger. "How did you know that?" she says. I

shouldn't have told her, but I did. She had her passport and boarding pass in her hands. I could see the red stripe around the boarding pass. Only Virgin America has that and they only fly out of gate 35.

Maybe I'm spending too much time there."

Santa Fe Station

There are no openings at the train station. If you wish to work there, just watch for the substitution requirements

via email. Please contact Gina at 619-295-1277 or Cynthia at 619-295-8393, ext. 310.

In Memoriam

It is with great sadness that I report the passing of long-time volunteer, **William Pearce**. William worked at the airport and then moved to the train station when he was having some health issues. He was a great guy and will be missed.

Happy April Birthday wishes to:

- Phyllis Achuff
- Diane Aerts
- Ed Bailey
- Larry Bekken
- Judy Bentovim
- Richard Bregante
- Connie Clark
- Roma Coleman
- Buddy Coscia
- Michael Drafz
- Vicki Duffy
- Maria Fonda
- Ronn Garton
- Donna Geiler
- Howard Gillins
- Cheryl Hemmings
- Cynthia Henkel
- Jan Herrera
- Norm Hollister
- Sue Hunt
- Joe Innecken
- Kerstin Liedberg
- Lan Nguyen-Huu
- Gerry Plotkin
- Pat Ramsay
- Maggie Reid
- Carol Weiss

