

TRAVELERS AID  
SOCIETY  
OF SAN DIEGO

**MONTHLY  
MEETING:**

Monday, February 16,  
10:00am Monthly meeting at  
the Commuter Terminal  
Conference room, third floor,  
Administration building (old  
Commuter Terminal). Please  
RSVP by February 11, by call-  
ing Gina at 619-400-2266  
or email to  
gina@travelersaidsandiego.org.

**CONVENTIONS:**

February 3-4  
Firehouse World Expo and  
Conference **4,500**

February 17-19  
West 2016 – Afcea & US  
Naval Institute **12,000**

February 22-23  
Club Managers Association  
of America **2,800**

February 27-28  
Discover the Dinosaurs  
**15,000**

February 29 - March 1  
Cisco Systems Partners  
Summit **4,000**

**MAJOR EVENTS:**

February 1-29  
Museum Month (Half off  
Admission)

February 6-5  
Mardi Gras Parade and  
Celebration

February 14  
Valentine's Day

# The Traveler

FEBRUARY 2016

## Volunteer in the Spotlight



Cart driver, **Rickie Sevadjian** grew up in New Orleans. She graduated from LSU, which made her a passionate fan of all LSU Tigers sports and has led, ultimately, to her being crazy for our local teams, the Padres and the Chargers. “(Oh, Chargers, PLEASE don't leave!)”

After college, Rickie moved to Houston and worked in the Texas Medical Center, where she met her husband of forty years, Charles. In 1979, they came to San Diego for him to open his private medical dermatology practice, and she worked in San Diego

City Schools for many years, while they raised their three kids. She volunteered in all their many organizations and coached youth baseball and soccer. Charles and Rickie are retired now, and the kids are grown and gone - a twin son to Ewa Beach, Hawaii, a twin daughter to Alexandria, Virginia and a younger son to the Santa Cruz area. They are very impatiently waiting for grandbabies, but in the meantime, are giving their hearts over to several pets, especially their little doggy, Boudreaux.

Rickie joined the Airport Ambassadors program in 2004, after hearing about it from her dear, now departed friend, Millie Bormann. Rickie started at the Cruise Terminal, but when it went away, she started driving the very early cart shift on Monday mornings. She is really a night owl, but that time frame leaves her free to participate in tennis, her book club, community choir, knit/crochet group, two Bunco clubs, the San Diego Madres and other community service

organizations.

Rickie added this anecdote, *I'd like to add that I owe my very existence to the airlines! My parents met in New Orleans when my dad was the station manager for Pan Am and my mom was a stewardess for Chicago & Southern, later Delta, whose route was New Orleans-to-Havana. My dad was a US Army Air Corps pilot during World War II, and when his service ended, he joined Pan American World Airways as a pioneer in establishing strategic airports in Central and South America and Africa. Some of the “airports” were actually no more than a dock on a river in the jungle, with sea-planes being the aircraft that operated from them.*

*I'm grateful to the Airport Ambassadors program for giving me wonderful opportunities to meet passengers from all over the country and the world. I usually come home from my cart-driving shift on a high, and I've told Gina many times that I feel very much “over-appreciated” by the organization for my small contribution. We are very lucky to have Rickie on the cart spreading her good humor to our grumpy morning*

## Advisory Board highlights



Our first 2016 Advisory Board meeting was on January 12. All of the items covered are in the Airport updates.

If you have concerns, please contact our Suggestion Coordinator,

**Candy Bell** who can be reached for comments and suggestions at 619-501-573 or preferably via email at bell.candy@gmail.com.



## WELCOME NEW VOLUNTEERS

We would like to welcome new volunteers:

**Bow Bowman  
Donna Geiler  
Tony Harvell  
Luis Martinez  
Marlene Williams**

We are so glad that you have joined our program.

## WOUNDED WARRIORS PROGRAM

Thanks so much to  
**Gianna James  
Candy Bell  
Tracey Schmidt  
Charlie Tamm**

for assisting the Severely Injured Military, who have recently traveled through San Diego. Your assistance is very much appreciated by all.

## GET WELL

Hurry up and get better:

**Kay Atz  
Joe Baptista  
Ronn Garton  
Evelyn Iturri  
Beverlee Reed  
Dodie Schulz  
Richard Townsend  
Trudy Verdick  
Bob Wilde**

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

## WELCOME BACK

We are so thrilled to welcome back on Tuesdays, Terminal 2 Mobile, Trudy Verdick. It will be great to have you back to assist with all the Marines!

# Airport Updates

**Rental Car Center** opened on January 20. All rental car passengers are to board the Rental Car Center buses on the shuttle island. Those passengers whose company doesn't operate at the center will also take the there. There is a shuttle stop for them at the center. If they come to the info desks, please call their company for them and let them know to board at the special stop.

**Air Canada** will be moving their operations from Terminal 2 East to Terminal 2 West, effective February 2, 2016. The flight will be operated at gate 41 and their ticket counters will be situated near Hawaiian and Sun Country. Their inbound baggage will remain at carousel 3, and they will maintain their customer service podium in baggage claim.

**Smarte Cart Cards** are at each desk attached to key-chains and rulers. There is also a form to log the cart usage. Just put your last name, date and tick the box that applies to the usage. Please make sure that you accompany the card, if you are giving out a cart, and at the end of the day, it is locked

in a drawer. There should be at least one volunteer with a card on each shift.

**SeaPort Airlines** is no longer operating in and out of San Diego. Their operations have all been cancelled in California. If you get a passenger who has tickets, ask them where they are flying to and try to direct them to an airline that operates to their destination. The largest city was Sacramento, so in that case, send them to Southwest Airlines. The SD Union article was incorrect that our desks would rebook them on other flights!

**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.

The **door by the Southwest Airlines** ticket line and Starbucks will be closed permanently so that the passenger wait lines can be reconfigured.

If you are having **computer issues**, please contact Gina or Colm. If it is after hours, please contact Airport Operations. The IT department now requires a work order to do work, so one of these people can generate a order for the computer. Please make sure before making the call, that you have rebooted the computer first.

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 **Stu Baily, Jules Barad, Judy Bentovim, Donna Capps, Daire Coco, Dieter**

**Corts, Nancy Davidson, Richard Ewens, Kate Felke, Ben Findley, Gary Hess, Sue Hunt, CC Johnson, Jerry Lewis, Tom Norwood, Sami Olenik, Sandy Shaut, Dayton Smith, Judy Stern, Nancy Stockton, Charlie Tamm, Miho Tattersall** and **Richard Townsend**. We couldn't do it without you!

We are also grateful to **Candy Bell, Judy Bentovim, Daire Coco, Jean Murphy, David St. Onge and Nancy Stockton** for working the Rental Car Center without books or a podium to see if there is really a need for a volunteer presence at the center. Thanks for braving the cold and for your feedback. There will be more on the decision in the future.

# Tickets & Tours

To obtain **Old Town Trolley** and **Seal Tour** passage, you must contact Gina at least 72 hours in advance with the date (2 dates for Seal Tour) you wish to go. Your request will be submitted and they will try to accommodate your request. If you have already used your guest passes for the Old Town Trolley, you can download a "Hometown Pass" from their website and

can accompany any paying passenger for free. Kindly note, this is not available on weekends. There are no tickets, your name is listed on the passenger manifest. **No OTT on weekends and No Seal Tours for the summer.**

**Maritime Museum** entrance privileges can be obtained by contacting Gina at

least 72 hours in advance by email (preferred) to [gbernsen@gmail.com](mailto:gbernsen@gmail.com).

**Midway Museum** will give you a museum pass by showing you Travelers Aid nametag or Airport badge when you go to their ticket window. You will have to purchase tickets for those accompanying you.

# 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. **Course Length: Two hours with no break**

Wednesday, February 17 2-4pm  
Lindbergh Conference Room

To sign up for a class, email Mary De

Felice at [mary.defelice@san.org](mailto:mary.defelice@san.org) and provide your **first name, last name, and contact number**. This class is available to all Airport Authority employees and tenants. Class size for each training session is limited to facilitate learning, so early registration is encouraged. To avoid any no-shows, we kindly request that you send cancellation within 48 hours of the start of class should a situation arise that prohibits you from attending. Please note that classes may be cancelled

should there be less than four attendees.

These classes are conducted by airport-contracted paramedics, whose primary responsibility and priority is to respond to potential or actual medical emergencies. All employees signing up for these classes must accept the possibility that a scheduled class may be delayed and/or cancelled with very short or no advanced notice due to the unavailability of instructors.

# What's New in the Blue? (blue notebook that is)



The January 20th opening of the RCC has triggered a number of updates and changes to the blue book and laminated packets. At this point it is all a work in progress.

**RCC Rental Cars • Section 5 Transportation • pg 5-D:** The rental car pages have been completely reformatted. Even with pre-planning pages available for a few weeks before the change it didn't become obvious until after the opening that contact numbers were critical. Toll-free 800 numbers have been added in hopes that would help most passengers who can't just take the bus back to the RCC. Yet, who could predict that an Alamo customer would throw keys, contract

and parking ticket on our info desk and run off to catch a flight? Local contact numbers have been added should something that weird happen again. For each brand the exact contact varies - some calls go to a supervisor's cell, others to dispatchers, etc. So, while these numbers are available, please use only if all else fails! The address for the RCC has been added along with driving directions from the terminals.

**Airport Overview map • Laminated Map Packet:** The RCC has been added to the north side of the map. Also added: India Street, I-5, on ramps from Kettner and India to I-5, and Admiral Boland Way addresses for the Lot Term Lot 1, RCC and the FBO - Landmark Aviation.

**Where's the Nearest • Section 7 • pg 7-9:** Three additional gas stations were added to the Gas Station heading. The *Mobile* and *Chevron* stations on

Washington St @ India are close to the RCC and have easy returns. The *Shell* station on India Street is close, but has a longer return. The *Shell* station at the corner of Laurel and Pacific Highway might be just as easy.

**CodeShares/Non-Stop flights • Laminated Packet and Numbers for Airlines Serving SDIA • Section 3 SD Airport • pg 3-C:** Seaport Airlines has ceased operations in California because of difficulty finding pilots. Alaska has seasonal flights to Mammoth.

**Trusted Traveler Programs • Section 14 Security • pg 14-D:** A TSA Pre-Check office has opened in T-2-E across from the American Airlines ticket counter. Information about the **TSA Pre-Check, Global Entry, NEXUS** and **SENTRI** programs can be found on these pages. The information includes the basic application process for each program as well as specific information about the Pre-Check program.



**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**

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 Travelers Aid Society  
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**President of Travelers Aid**  
 Kathleen Baldwin

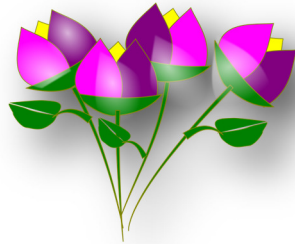
**Editor**  
**Director of Operations**  
 Charlyne Bryant

**Volunteer Coordinator**  
 Cynthia Compton

**Development & Communications**  
 Marcy Roke



# Interesting Story



Joan Hubbs, Santa Fe Station Volunteer, assisted a young man who came in carrying two bouquets of flowers. When asked about the flowers, he said "he was attending two performances that evening and they were for the cast." The

next day, the man returned to the station, carrying a single bouquet, which were for Joan. He said she had been so helpful and kind to him the previous day.

That's how you do it Joan!

# 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 619-400-2266 or Cynthia at 619-295-8393, ext. 310.



# Ready, Pet, Go! Therapy Dog Program



Many thanks go to **Bob Pavon** and **Punky** who called and asked if we needed help when all the flights were cancelled back East for the Snowstorm Jonas. Punky and Bob, along with Richard Townsend went through the passenger hold areas calming those frustrated travelers. Punky had several passenger post on Facebook that they had met Punky and Bob. Thanks again for offering your services that day!

# Tips and bits!

Thanks to all the volunteers who leaves a tip when getting a soda. Every "little bit" helps us to continue providing drinks for your enjoyment.

## Happy February Birthdays!

We send lots of February birthday wishes to:

- Jules Barad
- Mickey Brule
- Jenny Colacino
- Bobbi Harwood
- Bob Hornstein
- Bill Irwin
- Sandi Kaplan
- Shirley Kauffman
- Jerry Lewis
- Emmett McFarland
- Jim Moss
- Dennis Murray
- Jarvie Rowden
- Dave St. Onge
- Nancy Stockton
- Barbara Sturgeon
- Al Weiss
- Bob Wilde
- Davene Yeck
- Betty Zimmerman



We hope that your birthdays are very special.