

TRAVELERS AID
SOCIETY
OF SAN DIEGO

**MONTHLY
MEETING:**

Appreciation Luncheon
Tuesday, June 14
Coronado Yacht Club
1631 Strand Way
Coronado, CA
Please RSVP to Gina at
619-400-2266 or via email to
gina@travelersaidsandiego.org
by Tuesday, June, 7, at the
close of business.

CONVENTIONS:

June 3-4
Competitor Group Rock
& Roll Marathon
June 6-8
World at Work Total
Reward Annual Conference
2,000
June 11-15
SNMMI 2016 Annual Meeting
4,000
June 21-23
AVID Summit Institute
3,000
June 27- July 1
ESRI User Conference
14,500

MAJOR EVENTS:

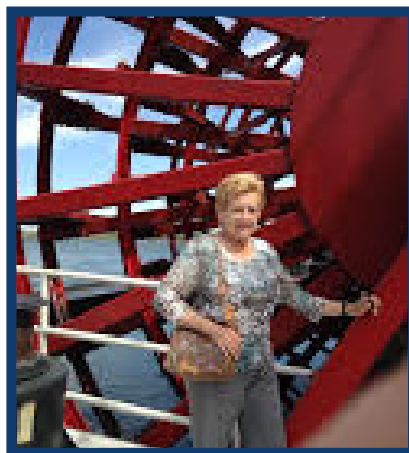
June 3—July 4
San Diego County Fair
June 4-5
2016 World Famous Mud Run
June 5
San Diego Rock & Roll
Marathon
June 9-12
Surfing America 2016 Surf
Championship
June 19
Happy Father's Day

www.travelersaidsandiego.org

The Traveler

JUNE 2016

Volunteer in the Spotlight



Terminal 1 desk volunteer, **Darlene Bader** was born and raised in Sacramento, California. She married at the young age of 19, and the newlyweds decided to move to the big city, Los Angeles (Hollywood). However, things did not work out for them, so they divorced and went their separate ways.

Darlene, a business college graduate, was able to land a job as an administrative assistant to the President of the International Division of Max Factor in Hollywood. She was also involved in the product development area, and got all the cosmetics she wanted free. She was even used as a model for the new product testing. It was a good deal for the company, as well as Darlene; free model for them, free cosmetics

for her. It was a very interesting position for several years, to say the least. Those were the days of the "hippies" and they were all over Hollywood. Max Factor offices were directly across the street from the Grumman's Chinese Theater, so it was great people watching in those days!

During the 70's, Darlene met her second husband and eventually left Max Factor. Her husband was a real estate developer in the San Fernando Valley, and was instrumental in getting the zoning put into effect, to enable construction of small industrial buildings around the Van Nuys Airport.

Darlene went to work with her new husband. The company is still in operation and is headed up by their son. Now Darlene is free to volunteer!

She says she loves volunteering at the airport, "first of all because I like very much the atmosphere of being in the airport and I like helping people. Also, the stories we hear are a riot! It is fun! Plus, I love to travel myself, so it is a perfect arrangement."

We are lucky to have Darlene, who is about to celebrate her 10th year as a volunteer.

Advisory Board highlights

Howard Gillins reported from the Advisory Board meeting that Global Entry has been delayed. There is a new Three-in-One shop at Gate 37.

The RCC has added rented white buses to the fleet to supplement the 10:00am to 3:00pm peak passenger hours. They didn't have enough buses to take passengers. New buses are on order and the Airport also bought 9 Avis buses which are currently

being skinned for the airport. The RCC has also added 2 reserved taxi parking spots. The wheelchair issues at the RCC has still not been resolved as well as within the terminals.

SAN has also been suffering with the TSA slow down. Fifty people missed their flights on the morning of the meeting due to long TSA lines. Tuesday is the least staffed day for the TSA.

There are now two vending machines in the Uber area, also outside Gate 21 and the Delta Baggage area.

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



WELCOME NEW VOLUNTEERS

We would like to welcome new volunteer **Vicki Jones-Pittman**. We are so glad that you have joined our program.

It's time again to check with any friends or family that might be thinking of volunteering here at the airport. We can always use some new help.

GET WELL

Hurry up and get better
Evelyn Iturri
Bob Hornstein
Larry Mayville

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

ABOVE AND BEYOND

Thanks to those that donated items to the Travelers Aid "Night in White" Fund-raiser:

Gina Bernsen
Joanne Bradley
Pat Fox
Donna Hyde
Michelle Looby
Barbara McNeese

Thanks to those that donated but didn't leave their name with their donations. We really appreciate your thoughtfulness.

SANT FE TRAIN STATION

There are no openings at the train station. If you wish to work there, just watch for the substitution requirements email. Please contact Gina at 619-295-1277 or Cynthia at 619-295-8393, ext. 310.

Ready, Pet, Go! Therapy Dog Program

We are very sorry to be saying a hopefully temporary good-bye to **Pat McCoy Rodriguez** and her wonderful Bullmastiff, **Ben**. Here is hoping that you will be able to be back at the airport very soon. But in the meantime, we wish you all the best in the future.

Our Maggie Moo and her mom, Wendy Birnbaum are still out

with Maggie in a cast. We hope to be welcoming our littlest Therapy Dog back soon, and wish her a speedy recovery. 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 other 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

Global Entry kiosk will be opening in early June.

Hudson buildout of the former Delta Club will include Rip Curl, Tech on the Go and Hudson News

near Gate 36.

The Airport is currently hiring college **students' interns** to assist the TSA at the checkpoints. The shifts are 5am to

9am and 9am to 1pm.

The **Fern Street Circus** will be in residency at the airport for 8 months. Watch for the clowns, jugglers and circus acts!

Wounded Warriors 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.

Thanks to everyone that helped with the Wounded Warrior Tennis Camp and the Lourdes Trip. Those helping were **Candy Bell, Nancie Carroll, Vicki Duffy, Harry**

Gallagher, Bill Irwin, Ginna James, Roma London, Mary McMillan, Bob Muller, Muriel Smith, Charlie Tamm, Richard Townsend and **Wendy Woehl**.

Volunteer Opportunity

We have been approached by the Cross Border Express about opening an information booth at the CBX. We would possibly start with three potential shifts, 9:30am to 1:30pm, 1:30pm to

5:30p.m. and possibly, 5:30pm to 9:30pm (this might help with those looking for an 11-3pm shift during the week). There is an easy drive off the 905 freeway (or a free shut-

tle from the Santa Fe Depot) and ample parking. The desk to be staffed, would be in the arrival terminal, on the U.S. side of the bridge. Let Gina know if you are interested in this opportunity.

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 Bingham, Julie Bolton, Daire Coco, Nancy Davidson, Richard Ewens, Howard Gillins, Donna Hyde, Joe Innecken, Bill**

Irwin, Brad Jacobsen, Sue Kelly, Vivian Kiss, Ellen Levy, Jerry Lewis, Michele Looby, Mary McMillan, Sue Munz, Dennis Murray, David St. Onge, Sandy Shaut, Nancy Stockton, Charlie Tamm, Miho Tattersall, Richard Townsend and **Marjorie Zhou**

We couldn't do it without you!

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.

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. All classes are held at the Lindbergh Conference Room.

Tuesday, June 21 2:00pm – 4:00pm

Contact Mary De Felice at mary.defelice@san.org to sign up for a class by providing your first and 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 cancelation within 48

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

All employees signing up for these classes must accept the possibility that a scheduled class may be delayed and/or canceled with very short or no advanced notice due to the unavailability of instructors.

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

CBX Shuttle • Handout packet and Area Airports • pg 9-A-9: Tickets for the CBX Shuttle are sold by *Five Star Tours* inside their office in the Santa Fe Depot. To accommodate passengers with shuttle departures before or after office hours the shuttle driver will open the office to sell tickets. For these after-hours transactions the passenger must have the exact amount in dollars. The driver will not be able to make change nor accept credit cards.

Rental Cars • Section 5 Transportation • pg 5-D: Three new rent-a-car companies have been added. *Green Motion CA* is planning to open in the RCC June 15th. *Green Motion* was established in 2007 in England with the goal of offering low emission vehicles for hire. In 2011 they expanded to Mexico and subsequently to locations throughout Europe and the Middle East. While *Green Motion* has branches in Florida, this San Diego branch is the first one on the west coast. (By the way, there is still no word about *Sixt Rent-A-Car* opening in the RCC).

Horizon Rent-A-Car has been added to the list of off-site rental car companies.

At this point *Horizon* is a small company with no real Internet exposure so we will probably not have much call to work with them. *Horizon* is willing to work with passengers who are under 25 and those who might not have a credit card. *Horizon* is located at 1858 San Diego Avenue.

Economy Rent A Car has opened a location in the Laurel Parking Garage. *Joy Car Rental* has been at that location for a few years and recently became affiliated with *Economy Rent a Car*. *Economy* has headquarters in Costa Rica with locations in 32 countries. We do need to make sure that when a passenger asks for "Economy" they mean the rental company and not just the type of car rented.

Two new sections have been added to the orange Rental Car pages. Page 5-D-1 now contains general information about the RCC – address, driving directions, lost & found procedures, etc. A new page 5-D-5 contains a list of near-by local edition offices for companies that are in the RCC. Note: Local Edition rental car locations are not the same as Off-Site Rental Car companies. Local editions are part of a rental car chain with an office in the RCC. Off-site rental car companies are

not connected to the brands located in the RCC. Airport passengers renting from a local edition are subject to airport concession and facility fees. Passengers have to find their way to local edition locations. There are no airport or RCC pick-ups.

Coaster and Amtrak Schedules • Section 5 Transportation • pgs 5-P & 5-R: There are new Coaster and Amtrak schedules effective June 6th. This time there are major schedule changes for both Coaster and Amtrak. Any outdated Coaster schedules at the desks will no longer be very useful.

Red Loop Courtesy Shuttle • Section 2 Yellow Pages • pg YP-19: A section with information about the Red Loop Courtesy Shuttle (aka *on-call shuttle* or *disability shuttle* or *Ace Parking Shuttle* or *Terminal to Terminal Shuttle*) has been added. The shuttles pick up at the former Airport Loop bus stop (i.e. 992 & Employee Bus stops). The shortest wait time is 3 – 4 minutes. Wait times could be longer if a vehicle is not immediately available. The shuttle contact number is in this Yellow Pages section and also in the telephone lists in Section 1.



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



Airport Happenings



Terminal 2 Mobile, **Jim Sims**, was in Narita, Tokyo Airport and did what many of our travelers do. He was unable to read the signs. Here is the anecdote he shared

Observe the "Currency Exchange" signs above the 2 girls and the "Bank" sign behind the girl on the right. Moments before I took this photo, I approached them and asked if there was a bank nearby where I could exchange my yen for dollars!

Fare Thee Well

We are so sorry to bid farewell to longtime T2 volunteer, **Maria Fonda**. Maria is moving to Denver to be close to family, which we totally understand but she will be sorely missed by all of us. Buona Fortuna, Maria.

We are also sadly saying farewell to **Bob & Marlene Holloway**. They have been holding the fort on Saturdays in T2 West. We wish you both all the best in the future.

Monthly Meeting

There was no monthly meeting the Month of May.

Interesting Story

Here is another great story from the terminal as relayed by **Donna Capps**. She was working with our Japanese student, **Megumi Otake** I so enjoyed working with Megumi last night. We had a real geography lesson. One couple meeting son from Wisconsin, no airline or flight number. Finally wife thought he mentioned stopping in Colorado. ANSWER. UA thru DEN.

We solved it. Then meeting sister from Egypt, same thing only arrival time around 8pm. Answer, UA thru SFO, solved and FinnAir arriving around 9pm thru Charlotte that was a little easier. All came by and thanked us or got a thumbs up. Megumi said you know your country. (Retired airline helps). We had so much fun and she is hating to leave us.

Happy June Birthdays!

We send lots of June birthday wishes to:

- Malvina Abbott
- Betty Butler
- Carole Curtis
- Sharon Franks
- Steve Kuriga
- Art Pardo
- Esther Peterson
- Pat Rodriguez
- Bob Schuck
- Sandy Shaut
- Sonya Terry
- Alicia Vicars
- Sandy Warren



We hope that your birthdays are very special.