

TRAVELERS AID
SOCIETY
OF SAN DIEGO

MONTH AT A
GLANCE:

MEETINGS:

There will not be a volunteer meeting in August. Stay tuned for upcoming information regarding the Appreciation luncheon in September.

CONVENTIONS:

August 12-15

American Association of Diabetes Educators
7,500

August 23-24

Navy Gold Coast Small Business Opportunity Conference
1,200

August 25

Small Business Expo
2,000

August 30

SPIE 2016
6,000

International Council of Shopping Centers
ICSC Western
5,000

MAJOR EVENTS

August 6

Semper Tri & Devil Dog Duathlon

August 14

Hillcrest City Fest Street Fair

August 28

Sea Shanty Festival

**WELCOME NEW
VOLUNTEERS!**

Chris Blades
Annetta Glick
Victor Guzman
Van Nguyen
Bob Smith

The Traveler

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AUGUST, 2016

Volunteer in the Spotlight

Terminal 2 Desk volunteer, **Michele Looby** moved to San Diego at the age of six months. Although not "technically" a native, she has always considered herself one. She attended Mesa and Miramar Colleges and San Diego State. She has been with her husband Frank Hinkle for 37 years, and resides in the Scripps Ranch neighborhood.

Michele started her career in law enforcement attending the San Diego Police Department's academy. She then left to go to the Sheriff's Department for several years, and finally ended up with the S. D. Marshal's Office. In 2000, the Marshals Office was merged into the S.D. Sheriff's Department, and she switched uniforms yet again. She retired in 2004 after 27 years with County Service.



For 14 years,

she has also volunteered with the San Diego Symphony, mostly Summer Pops at the Embarcadero. She has been a Volunteer Airport Ambassador for nine years. She has had the same 7 to 11 p.m. Tuesday night assignment for almost the entire time, working with Kit Garcia. She found her niche in Terminal 2.

She has always enjoyed interacting with and assisting people and finds plenty of

opportunity to do that here at our airport. Now that she and Frank are retired, they enjoy a home in Palm Desert, utilizing the S.D. library system, and planning their next vacations.

Michele has a passion for international travel and each year can be found on her way to some interesting or exotic locale. She feels that one trip in particular sparked that travel bug. It was 1989 and she and Frank took an almost month-long trip to what we used to refer to as "Behind the Iron Curtain." Border guards with guns and dogs, sullen faces of oppression on the inhabitants, and nothing to buy, not even food. They came home to America better Americans. We are so happy to have Michele with the program for so many years!

Monthly Meeting

Our monthly meeting was in the Airport Admin Building Board Room. We were given a presentation by the Facilities Department regarding the new parking structure and parking lot issues in Terminal 2. The T2 parking lot

will be closing Saturday, August 6th for two years. Please see additional information in the Airport Updates section of this newsletter.

Information on the new parking situation can be obtained

online at upgradeyourparking.com. The volunteers were thanked for their help during the Southwest computer glitch, and in advance for the parking lot closure.

Airport Updates

The **Terminal 2 Parking Lot** is closing on August 6th to begin construction of the 3 story parking structure. Ambassador and USO parking will remain open, but can only be accessed by the Terminal 1 tunnel. Those parking in the McCain parking lot (T2West Desk and Podium personnel) will be able to check out a yellow ticket to get out of the lot. You will sign a ticket out with date, name, and signature. Give the parking ticket and yellow exit pass to the parking attendant upon exiting the lot. All other volunteers can continue to use the USO and PMO validation.

Global Entry kiosk will be opening in August (we hope)!

Public Pay phones have been removed from all the terminals. Local telephone

calls to 619, 760, and 858 can be made from the telephones at the previous phone locations. For those needing to call outside those area codes, we have phone cards at each desk. You may give them a card to use and to keep. If they wish to give it back, you can use it for the next person.

Volaris is leaving San Diego on August 28th. They will be operating those flights out of the Tijuana Airport.

When using the **iPads**, please do not change any of the settings on the device. They need to be used by everyone. All users signed contracts stating that they wouldn't make any changes to the devices. However, someone *did* install passwords on two of the devices, and they had to have lengthy "factory resets,"

and have everything reinstalled in order to be put back into operation.

Duty Free Shopping concession can be used by all passengers. The only thing that regular passengers cannot purchase is liquor and cigarettes. They have lots of nice make-up, perfume, chocolate, etc. Sounds like a lady's paradise!

Two new air service destinations were announced.

Alaska Airlines will be flying to Newark starting November 21st and **Frontier Airlines** will be going to Orlando starting October 30th.

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.



"Duty Free Shopping concession can be used by all passengers."



Santa Fe Station

We have a couple of openings at the Santa Fe Train Depot. Afternoons on

Sunday and some Tuesdays are available. If you wish to work there, just contact

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

Cross Border Express Tour

On Friday, August 5th at 10:00am, CBX will be picking up Ambassadors at SAN to take a tour of the CBX link to the Tijuana Airport. They will be picking up in the bus

parking in front of the USO. Reservations were closed on July 27th, as indicated in the email sent to the volunteers. If you want to go, call Gina at 619-400-2266 and ask to be

put on a waitlist or you can drive yourself there for the tour. We only have room for 50 passengers on the bus. The bus will leave the CBX at 12:15pm to return to SAN.

Wounded Warrior Assist Program

Thanks so much to **Nancie Carroll, Pat Hargrave, Ginna James, and Roma**

London for assisting the Severely Injured Military, who have recently traveled

through San Diego. Your assistance is very much appreciated by all.

Advisory Board Highlights

The VAB did meet this month and discussed the closure of the Terminal 2 parking lot for the construction of the 3-story parking plaza. At this writing, the parking for volun-

teers is unknown Watch your emails for updates. The lot will close on August 6th.

If you have concerns, please contact our Suggestion Coor-

inator, **Candy Bell** who can be reached for comments and suggestions via email at 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, Jules Barad, Judy Bentovim, Mickey Brule, Donna Capps, Daire Coco, Nancy Davidson, Richard Ewens, Johanne Geofrion, Pat Hargrave, Tony Harvell, Sue Hunt, Brad Jacobsen, Vivian Kiss, Marc Lampe, Ellen Levy, Helene Lidge, Luis Martinez, Mary McMillan, Barbara McNeese, Sue Munz, Dennis Murray, Barbara Nichols, Mike Schooling, Sandy Shaut, Diane Skrivanek, Nancy Stockton, Miho Tattersall, Barbara Zasueta, and Majorie Zhou.

We couldn't do it without you!

What's New in the Blue . . . by Nancy Stockton

SDIA Parking Lots • Section 5 – Transportation • page 5-F: There are new hourly parking rates in the short-term lots. The current maximum daily rate is now \$32. Valet parking is now \$40 per day. The full list of hourly rates is on page 5-F-1.

The airport's new *Parking Reservations* program is described on page 5-F-2. Travelers are now able to make a reservation for a guaranteed parking space by going to san.org, selecting "Parking" from the "Parking & Transportation" drop-down menu and "Parking Reservations" from the menu on the side. The airport suggests making a reservation when booking travel or at least 2 – 3 days ahead of the date of travel. Since travelers use their license plate when booking their reservation, there is nothing to worry about if they forget or lost their voucher. Travelers with reservations pay only \$35 per day for Valet Parking. There is no discount for the long-term lots.

Vending Machines • Section 2 – Yellow Pages • page YP-30: Snack and drink vending machines have been placed in T-2 next to the T-2-W desk and in the International

Arrivals lobby. There are two other machines near the ground level elevators on the parking lot side of the T1 skybridge. The machines are labeled with a "Connect" sticker that contains contact information. For faster service, the company prefers to receive a "text" following the directions on the sticker. There is a local contact phone number listed.

Hotels • Section 4 – Hotels: The Hilton Garden Inn San Diego Downtown/Bayside and the Home-wood Suites by Hilton San Diego Downtown/Bayside are the latest hotels to open downtown. They are located at the corner of Pacific Highway and Hawthorn. These hotels do not provide shuttle service at this time, nor do they have an arrangement with any of the shuttle companies. As with the Marriott Residence Inn and Springhill Suites on Bayfront Ct., these latest hotels are two hotels in one building. They call it the Hilton Bayside Campus.

Reminders:
Connecting to Free Wi-Fi at SDIA • Laminated Packet: The steps listed in the laminated packets for connecting to

the airport's free Wi-Fi via the Boingo hotspot should be helpful when passengers have problems setting up their devices.

Where can I get? The A to Z of frequently asked for items • Laminated Packet: This page is a quick reference to determine where some of the frequently asked for items can be found. SIM cards are no longer available pre-security at the airport. There is a listing of the nearest locations that sell SIM cards on page 7-5 in Section 7 - *Where's the Nearest?*

ReadyStation • Section 2 – Yellow Pages • page YP-21: Since some airlines are no longer accepting cash, *Ready Station* kiosks provide a way for passengers to convert cash into a prepaid VISA or MasterCard *Readycard*. These cards can be used to pay for airline tickets, baggage fees, etc. There is one *ReadyStation* in each ticketing lobby in T-2 and across from the Alaska ticket counter in T-1.

Get Well Soon & Fare Thee Well!

Hurry Up and Get Better: Evelyn Iturri, Bob Hornstein, Bob Lettas, Larry Mayville, Joe Naylor, Jean Nemer, & Trudy Verdick.

You are missed and we look forward to welcoming you back soon!
Fare Thee Well: We are very sorry to say farewell to

Connie Clark. She has gotten very busy with classes and will hopefully find herself back with us soon. All the best to you in your future endeavors.



Volunteer Advisory Board

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Ready, Pet, Go! Therapy Program

We have had some very exciting times in the Terminals for the Ready, Pet, Go teams. First, a shout-out to **Bob Pavon** and **Punky** who contacted Gina about coming in during the Southwest Airlines computer outages the end of July. They were paired with **Gail Naylor** and went around helping to calm all the delayed passengers. Thanks so much for taking the initiative to call and come into the Airport. It was desperately needed in the terminals.

On July 22nd, we had four teams out in the terminals, and the teams of **Susan Eldred** and **Buddy** and **Carole Stevens** and **Georgie** were filmed by Channel 10 news. Thanks to all the teams for spreading the love and calm in the terminals.

Harley is a five year old Vizsla who has been part of the Ready, Pet, Go program for the past several months. In addition to therapy work, Harley competes in agility through AKC (American Kennel Club). Agility is a dog sport that requires a handler to direct the dog through a series of obstacles. The obstacles include jumps, teeter or seesaw, tunnels, dogwalk (a ten inch wide center plank which is raised 4 feet off the ground), an A-frame (two ramps hinged together to form an A shape), and weave poles (12 poles spaced 24 inches apart that require the dog to weave through them). Dogs compete against other dogs for speed and accuracy based on their height. Harley's jump height is 24, which means that he must jump over

bars raised 24 inches off the ground without dislodging the bar. The dog must complete the course correctly and without errors within a specified amount of time for a "qualifying score." Dogs begin at the Novice level and then proceed through Open, Excellent, and Master level. Master level courses are the most complex and challenging courses. These courses require a good deal of strategy by the handler and a strong connection between the dog and handler to navigate the difficult course. Harley competes at the Master level and we hope to complete his Master level title by the end of the year.



CPR Training:

The Aviation Security and Public Safety Team will be offering monthly CPR Training Courses.

Friends and Family Course:

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: 2 hours with no break.**

August:

Monday, August 22; 2 - 4 pm
Lindbergh Conference Room

Contact Mary De Felice at 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 staff 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.

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 canceled with very short or no advance notice due to the unavailability of instructors.

Happy Birthday!

Carol Brean
Lila Brill
Daire Coco
Ginger Cox
Philip Erdelsky
Sandy Feldman
Joan Hubbs
Kitty Ivarsson
Ginna James
Barbara Jones
Sharon LaSpada
Ellen Lifa

Gerry MacDonald
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Jodi Nayoski
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Carol Schrider
Jerry Sharrin
Patricia Thomas
Lonna Webster

