

TRAVELERS AID
SOCIETY
OF SAN DIEGO
MONTH AT A
GLANCE:

MEETINGS:

Thursday, October 6th –
10:00 am, **Volunteer
Meeting**, Board Room,
3rd floor, Airport Admin
Building (Old Commuter
Terminal). RSVP by
Monday, October 3rd to
Cynthia at 619-295-
8393, ext. 310 or
via email to cynthia
@travelersaidsandiego.org.

CONVENTIONS:

October 4-6

Energy Storage of
North America
2,000

October 5-7

Intl. Facility Management
Assoc. World
Workplace
3,500

October 15-18

IACP 2016
17,000

Oct. 31– Nov. 4

Adobe Max – The
Creative Conference
7,000

MAJOR EVENTS

October 8

Bier—San Diego
Oktoberfest

October 9

Little Italy Festa

October 15

Kid Expo & Fair

October 21-23

SD Harvest Festival

October 12-30

Del Mar International
Horse Show

**WELCOME NEW
VOLUNTEERS!**

Monica Grage

Eileen Innecken

June Spencer

Ida Willis-Grosschadl

The Traveler

VOLUME 114, ISSUE 5

OCTOBER, 2016

Volunteer in the Spotlight

Jerry Lewis started his Airport Ambassador career in 2011 and over the next two plus years, substituted at nearly every Ambassador position at the airport. He now works weekly at the T-2 desks, both West and Baggage and drives the downstairs and upstairs carts when needed.

Jerry and his wife Elsa are both natives of San Diego. They met at San Diego High School while preforming in a high school play. A few years later, they married in San Diego. They have three children and four grandchildren who all live here. They have been married for 58 years and live in Kensington area of San Diego.

Following graduation from San Diego State College, Jerry joined San Diego Trust and Savings Bank in the Public Relations and Advertising Department. Shortly after that he was asked to take part in the bank's first formal training program. Following completion of the training program, Jerry was appointed Trust Of-



ficer at the Bank and started a long and enjoyable career of administering Probate Estates and Trust Accounts for bank clients. A few years later he was appointed Vice President, then Senior Vice President in charge of Trust and Investment Services, and also became a member of the Bank Management Committee.

In 1993, San Diego Trust and Savings Bank and its 58 branches were purchased by First Interstate Bank of California. At that time, Jerry resigned from the

bank to become President and Chief Executive Officer of First American Trust Company headquartered in Orange County. First American Trust operates several banking offices in multiple states and had begun expanding its trust and investment services by forming an Invest-

ment Advisory Company for its clients and by starting a series of Growth and Income Mutual Funds for sale to the general public. Jerry retired as Chairman of the Board of First American Trust in 2003.

Throughout his financial career, Jerry held various professional positions including President of the Trust Division of the California Bankers Association, several Committee Chairmanships for the American Bankers Association, and President of the Estate Planning Council of San Diego.

Continued on Page 4 . . .

Monthly Meeting

Instead of a meeting, the volunteers were treated to an Appreciation Luncheon at the Bay View Restaurant on the Marine Corps Recruit Depot. This was the annual awards luncheon and volunteers were recognized both for their years and their hourly service milestones. Ninety-one Presidential Volunteer Service Awards were given to volunteers who completed more than 200

hours in the fiscal year. Seven Gold PVSA awards were given to volunteers who completed more than 500 hours of service during the year: **Pat Fox** (814), **Harry Gallagher** (528), **Johanne Geoffrion** (576), **Ginna James** (615), **Bob Martin** (534), **Dayton Smith** (853) and **Nancy Stockton** (978).

Thanks to all of the Travelers

Aid volunteers for their gift of their time and dedication to this volunteer program. All of your time and effort is greatly appreciated and valued.

For those receiving awards, but not in attendance at the luncheon, your awards will be in your files. Please stop by and pick them up.

Airport Updates



"Oktoberfest, an airport concessions event, will be held from September 28th to October 16th."

TSA has now required that all Sterile badge holders attend **Sterile Area Badge Training**. Our first one will be held the morning of our monthly meeting. Those not in attendance at the meeting will have to attend a separate training which will be held at 10:00 am on the following dates: Tuesday, Oct. 11th, Monday, Oct. 17th, or Tuesday, Oct. 25th. If you are unable to attend any of those dates, you will have to go on your own to the Access Control Office where the classes are held as follows: 11:15 am Monday through Thursday, or 7:15 am and 9:15 am on Fridays. If you have any questions, please contact Gina at 619-400-2266.

We are now driving an **electric cart downstairs** in Terminal 2. It is to assist passengers who are having to park in the McCain parking lot, and have departures out of T2 East and Terminal 1. The carts are operating downstairs inside the terminal, going through the International Arrivals doors, and turning around outside near Alaska Airlines curbside operations. If you

are interested in a mid-day shift, we do have some openings. We are currently operating from 7-11 am and 11 am to 3 pm. If you are a cart driver, and are working a T2 or T2 West desk shift, you can get a cart key and assist as needed during your shift. Just let Gina know you are willing to do this. Cart training is available with our trainer, Dayton Smith, who works on Thursdays and Fridays from 10-2pm. Just let Gina know if you are interested.

Alaska Airlines will begin operating non-stop service to Newark starting on November 21st.

Oktoberfest, an airport concessions event, will be held from September 28th to October 16th. Ambassadors will be given a button to wear to advertise the event. There will be specials and promotions throughout the airport. T-shirts and beer steins will be given to customers based on their spending. A minimum purchase of \$25 gets a free t-shirt, and a \$10 purchase earns a plastic beer stein. This beer stein qualifies for free beer

or discounted beer at participating airport bars. There will be flyers at each desk and an email will be sent to volunteers outlining what is available to travelers. There is an online giveaway of free airlines tickets which is, unfortunately, not available to airport personnel, which includes the volunteers. Sorry.

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!



Santa Fe Station

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

Wounded Warrior Assist Program

Thanks so much to **Ginna James, Roma London, and Charlie Tamm** for assisting

the Severely Injured Military who have recently traveled through San Diego. Your

assistance is very much appreciated by all.

Advisory Board Highlights

There was no Advisory Board meeting this month. If you have concerns, please

contact our Suggestion Coordinator, **Candy Bell** who can be reached for comments and sug-

gestions via email: bell.candy@gmail.com.

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

Coaster and Amtrak Schedules • Section 5, Transportation • pg 5-P & 5-R: Both the Coaster and Amtrak will have new schedules effective October 3rd.

There will be a complete rail closure during the October weekends of 8/9, 15/16, and 22/23. This means no Coaster, Amtrak, or Metrolink service. During these closures, construction will be working on multiple projects between Los Angeles and San Diego, such as double tracking areas in San Diego County and demolition of the Sixth Street Viaduct in Los Angeles. There will be no bus service to replace the Coaster. Amtrak will provide bus service only for those passengers who have a connecting train ticket out of Los Angeles – such as on the Coast Starlight or the Pacific Surfliner from LA to Santa Barbara.

A Rail Closure flyer outlining alternate transportation within San Diego County has been

placed in the front of the airport and train binders. Greyhound appears to be the only alternative for travel outside of San Diego County. The sample Greyhound schedules on pages 5-M have been revised. Greyhound departure times to Los Angeles are included on the rail closure flyer.

The next rail closure dates will be January 14/15, 21/22, and 28/29, 2017

Shuttles for Hire • Section 5, Transportation • pg 5-J (lime green page): *Go Airport Shuttle* is an Internet booking service. Locally they use *Prime Time Shuttle* (aka *Opoli*); *Prime Time Shuttle* no longer operates out of the Shuttle-for-Hire Island. They are, however, operating as a TCP (limousine) and are allowed to pick up passengers curbside. When passengers ask for *Go Airport Shuttle*, they will be picked up curbside by an *Opoli* shuttle. Recently, it was a black van with a big “O” for *Opoli* on the side.

It is probably best to have the passenger call any contact number listed on their paperwork to confirm the pickup point. *Go Airport Shuttle* still lists *Prime Time* as their vendor even though the company is now called *Opoli*.

In addition to shuttles and town car services, *Opoli* has a rideshare app similar to Uber and Lyft. Passengers using that app will go to the rideshare locations. Shuttles and town cars will be curbside.

Green Ride (aka *FlatRateRide.com*) also operates as a charter (TCP license) and allowed to pickup curbside in the same manner as *Opoli*.

Notes for Nancy: When leaving questions on *Notes for Nancy*, please leave some contact information: telephone number, e-mail, or, at the very least, a name. Clearly it is difficult to answer without that information.

Kudos for Our Volunteers!

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

Malvina Abbott, Alan Vanden Avond, Joe Baptista, Judy Bentovim, Mickey Brule, Dieter Corts, Nancy Davidson, Richard Ewens, Pat Fox, Howard Gillins, Tony Harvell, Joe Innecken, Brad Jacobsen, Sary Jamie, Merrilee Kazarian, Ellen Levy, Bob Martin, Barbara McNeese, Dennis Murray, Barbara Nichols, Carol Sargent, Mike Schooling, Sandy Shaut, Bill Steffan, Nancy Stockton, Charlie Tamm, Miho Tattersall, Betty Tomaino, Richard Townsend, Sandy Warren, and Marjorie Zhou.
We couldn't do it without you!

Get Well Soon & Fare Thee Well!

Hurry Up and Get Better: Evelyn Iturri, Bob Hornstein, Bob Lettas, Larry Mayville, Joe Naylor, Jean Nemer, and Trudy Verdick. You are missed and we look forward to welcoming you back soon.

Fare Thee Well: We are very sorry to be saying farewell to **Pat Hargrave**, longtime volunteer in Terminal 2. She will be moving to Palm Springs to be close to her family. We are also saying so long to **Barbara**

Hook, who has been subbing for us for that last few years. We wish you both all the best in the future and thank you for your dedicated service to this volunteer program. You will be missed.



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/Development & Communications
Marcy Roke

Volunteer Coordinator
Cynthia Compton



Ready, Pet, Go! Therapy Program

The Ready, Pet, Go Airport Teams were highlighted in a newscast on Channel 8. The team of Sharon La Spada and Harley, along with Barbara Nichols were showcased and interviewed. There were other photos shown of other teams as well. The link to the story is <http://www.cbs8.com/story/33077672/stress-relieving->

[dogs-help-sooth-weary-travelers](#)

Each therapy dog team is 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.

Continued from Volunteer, Page 1 . . .

His community activities included President of the Balboa Park House of Hospitality, Vice President and Cookie Sales Chairman for Girl Scouts of America San Diego Council, Treasurer of the City Bond Issue to Construct the San Diego Zoo Wild Animal Park

(now Safari Park), Vice President of the San Diego Historical Society, and President of the City of San Diego Retirement Board.

Jerry looks forward each week to the reward of interacting with Airport staff and passengers. He

says, "My efforts at the airport are aimed at helping each passenger enjoy their travel time in San Diego and their passage through the airport." As we all know, our efforts are often rewarding, but sometimes a real challenge!

CPR Training:

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

Friends & 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: Two Hours with No Break

Location: Lindbergh Conference Room

Tuesday, October 11
2:00 p.m. – 4:00 p.m.

Wednesday, November 9
10:00 a.m. – 12:00 p.m.

Thursday, December 8
2:00 p.m. – 4:00 p.m.

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
John Markey

Jodi Nayoski
Bob Pavon

Chuck Scheneker
Michael Schooling

Carol Schrider
Jerry Sharrin

Patricia Thomas
Lonna Webster

