

TRAVELERS AID
SOCIETY
OF SAN DIEGO

MONTH AT A
GLANCE:

MEETINGS:

Monday, February 6th, 10:00am, 3rd floor Conference Room, Airport Administration Building (old Commuter Terminal). Please RSVP by Friday, Feb. 3rd to gina@travelersaid-sandiego.org or call 619-400-2266.

CONVENTIONS:

February 7-9
Firehouse World Expo & Conference
4,000

February 8-11
EUEC Energy, Utility, Environmental Conference
2,300

February 14-16
Oceanology International North America 2017
2,500

February 14-16
OPC APEX Expo
8,000

February 21-23
West 2017, AFCEA & US Naval Institute
8,500

MAJOR EVENTS

February 1-28
Museum Month:
1/2 Off Admission

February 14
Valentine's Day

February 28
Mardi Gras San Diego

WELCOME NEW
VOLUNTEERS

Frederick Chiu
Marlene Wood

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.

The Traveler

VOLUME 115, ISSUE 1

FEBRUARY, 2017

Volunteer in the Spotlight

Terminal I Mobile Volunteer, **Roberta Ross**, is a born and bred Brooklyn, NY girl, who attended Brooklyn College. Her first job was as a private secretary and included some showroom sales. She worked on the 80th floor of the Empire State Building and said, "What a view of Central Park I had!"

Roberta married her husband, Herbert, in 1962, and had two sons: Richard and Andrew. They bought their first home in the suburbs of New Jersey in 1968. Living in the suburbs was very exciting for this city girl. While raising her children, she worked as an exercise instructor and consultant at a Jack La Lane Health Spa. She eventually opened her own exercise studio and really enjoyed working there for several years. The family traveled to many places in the world, while they did without living room furniture, but they never regretted it. Roberta said



they are "still in touch with people that we met in many countries."

The family moved back to Brooklyn in 1987 after Herbert, a school principal there, tired of the commute. Roberta took a job managing a very large dental practice in Manhattan. The couple started collecting beautiful original movie posters from the 1930s-1960s. They loved them so much that they started their own business. In 1994, they moved to San Die-

go, following their sons out west. They continued the poster business in a showroom in the Gaslamp. They particularly enjoyed going to Hollywood for conventions and meeting the movie stars that attended. After ten years, they gave the business to their son. Sales over the internet started taking over and they missed the personal interaction with their customers.

A self-professed people person, and in need of something to fill the void, Roberta happened to see a list of volunteer opportunities in the newspaper and applied to Travelers Aid. Roberta says, "It has been a great thirteen years that I have been here. I have met wonderful people and made close friends. I love interacting with and helping the passengers who are so appreciative. It's been my pleasure to volunteer here. Thank you, Travelers Aid!" And we thank you, Roberta, for your 13 years assisting passengers and military personnel on Tuesdays!

Above and Beyond

It is not often that we hear from passengers who have been assisted at the airport, but this person took the time to submit a comment on the Airport website and sent the following:

I wanted to compliment and thank Norman (Hollister) on the information desk at Terminal I. I was stranded when my ride failed to arrive. Norman allowed me to use his personal

cell phone, helped me with getting a taxi and finding the Coaster timetable.

Well done, **Norm Hollister!**

Airport Updates & Advisory Board

Yellow Sterile Badges expire on your birth month in the year printed on your badge. Regardless of attending the class to get your badge, it will still expire on date on your badge. If you are a February or March birthday and it says 2017, you need to start the process of renewal. We now have to fill out online forms and then print them out. Gina will email the links to you and you can do it at home, or we have a computer and printer outside my office for your use. The forms are on the desk top. If you have had to be reprinted in the past, you will need the other two forms for going back for reprints. Ask Gina about those additional forms.

If you have no reason to go post security and haven't in recent years, then you can also turn in the yellow badge. Gina can give you a new badge that identifies you as an Ambassador and has your first name on it. Just let Gina know.

Wounded Warrior escorts are needed. If you have a Sterile badge and are interested in assisting with the Wounded Warrior program, please let me know. We have lost our previous escorts and now Ginna and Nancie are the only volunteers available. You can be set up with one of the escorts to see how to work with Wounded Warriors. Many times it means an early curbside meet-up, so we need

some early risers. This is a very rewarding program; let Gina know if you are interested.

When using the **iPads**, please do not change any of the settings on the devices. 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 them, and they had to have lengthy "factory resets," and everything reinstalled in order to be put back into operation.

Advisory Board:

There was no Volunteer Advisory Board Meeting in January. The first meeting with the new Board will be on February 14th.

Ready, Pet, Go! Therapy Program

We are very happy to be welcoming a new Therapy Dog team to the program. **Khadijah "Dee" Nashagh** and her beautiful **Pepper**, a Border Collie/Australian Shephard mix just got done with fingerprinting and will be joining us shortly. Dee is a C-130 pilot for the United States Marine Corps!

Here is a submission from team member Sharon La Spada. She and Harley were the first recipients of the Bob Martin Scholarship which is a yearly award to a **Ready, Pet, Go** team. It is a good representation of what our Ambassador and Therapy Dog teams encounter in the airport.

"There is a pulse to the airport, a momentary community filled with vibrant denizens – families on vacation, college-bound students, grandparents, business travelers. On my first solo tour of the airport with my dog Harley, an enthusi-

astic, tall gentleman wearing a straw hat greeted us.

"I'm Bob Martin. This must be Harley. I have been researching his breed and wrote down some facts to tell people."

For the next hour, Bob, Harley, and I walked the corridors of Terminal 2. Bob always strode ahead of us, announcing our arrival. "This is Harley, a five year old Vizsla. A Vizsla, pronounced VEEZLA, is a hunting dog. He is part of our airport therapy dog program..."

Walking with Bob, I learned about airport businesses, ambassadors, and history. During quieter moments, Bob told me about his grandchildren. "I think the lady in the gray sweater would like to meet Harley." Bob pointed to a middle-aged woman. Her long gray hair was pulled into a tight bun and her hands firmly gripped her book. She was tense, but broke a smile when she saw us.

Harley approached the woman with his usual level of hyper-enthusiasm. In a few short minutes, Bob and I learned that this particular woman had just visited her son who was scheduled to deploy in a few days. Almost immediately, she told us how hard it was to leave her son. We listened as she told us about her visit to San Diego, her home in North Carolina, and her dogs at home. She loved her small Southern hometown, but home was not the same without her kids in the house. As she was talking, Bob started asking other passengers about their hometowns. Not only were there several military moms in the row, but also there was a young woman who attended the same high school as the woman from North Carolina. We slipped away as the two women chatted about their adventures in high school.

"It's good to get people talking with each other," was all Bob said.

Continued on page 4 . . .

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

Trolley to Terminal Shuttle • Section 5, Transportation • pg 5-J-3 and Laminated Map Packets: In addition to the up-tick in requests for this service at the airport, the train station information booth is starting to have passengers asking about the “free airport shuttle” aka **Trolley to Terminal Shuttle**. Both san.org and sdmts.com mention this service but, in both instances, the information is vague. As a reminder, it is the [blue](#) SDIA Economy Parking Lot shuttle that provides this service.

Concessions • Section 3, SD Airport • pg 3-E: Work has begun on a Mac Cosmetics’ booth in T-2-W. It will be located just outside the exit from Security Checkpoint 6 near Stone Brewing and the Sea Rhythms (kelp) fountain.

Trusted Travelers Programs • Section 14 – Security • pg 14-D: The airport’s [Global Entry Enrollment Center](#) in T-2 is now open Monday – Friday from Noon – 4 pm.

The airport’s [TSA Pre ✓Enrollment Center](#) is now open Monday – Friday from 6:30 am – 11 am and 11:30 am – 3 pm.

There is a new [TSA Pre ✓Enrollment Center](#) in Hillcrest at 610 University in the H&R Block office. Their hours are Tuesday - Thursday: 9:00 am - 1:00 pm and Friday: 9:00 am - 12:00 pm

Codeshares/ Non-Stop Air Routes • Laminated Packet: Southwest recently announced a new non-stop flight from San Diego to Los Cabos, Mexico starting April 25th (subject to governmental approvals). Southwest begins flights to Boise, Indianapolis, Newark, Salt Lake City, and Spokane on June 4th. The Indianapolis, Newark, and Spokane are seasonal flights from June – August. Spirit has a new non-stop flight to Baltimore starting May 25th. Alaska starts its non-stop to Sacramento on March 6th.

Rental Cars • Section 5, Transportation • pg 5-D: *Economy Rent-a-Car* has been

added to the RCC. *Economy* and *Green Motion* are operated under the same franchise so share the desk at the RCC. *Economy* continues to maintain a local addition at Laurel and Kettner. **Reminder:** Local addition rental car offices do not provide transportation from the airport. Passengers with local addition reservations must find their own way to the location.

Priceless Car Rental operates in San Diego with *Horizon Car Rental* on San Diego Avenue. They are on the Off-Site Car Rentals list and will send a shuttle to the RCC to pick up passengers.

A new picture of the way-finding sign for [Off-Site Rental Cars](#) at the RCC’s shuttle location was added to the back of the RCC information card. The pictures of the RCC shuttles on the back of the card were brightened making them easier to see. If you haven’t been showing passengers these pictures, try it and watch their shoulders relax when they know what to look for.

Kudos for Our Volunteers!

Thanks so much to our volunteers who did their shifts and substituted in other shifts. They were **Malvina Abbott, Mickey Brule, Donna Capps, Robin Carter, Daire Coco, Delia Constant, Philip Erdelsky, Richard Ewens, Kate Felke, Monica Grage, Terry Griffin, Tony Harvell, Jan Herrera, Norm Hollister, Craig & Mary Hunter, Eileen & Joe Innecken, Merrilee Kazarian, Sue Kelly, Michelle Looby, Eddie Martinez, Barbara McNeese, Bob Muller, Dennis Murray, Sandy Shaut, Bill Steffan, and Richard Townsend.**

We couldn’t do it without you!

Wounded Warrior Assist Program

Thanks so much to **Ginna James** and **Nancie Carroll** for assisting the Severely Injured

Military Personnel who have recently traveled through San Diego. Your assistance is very

much appreciated by all.

Get Well Soon!

Hurry up and get better **Nancy Davidson, John Rowden,** and

Charlie Tamm. You are missed and we look forward to welcom-

ing you back soon.

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.





Volunteer Advisory Board

Donna Capps
Daire Coco
Kate Felke
Pat Fox
Howard Gillins
Ginna James
Sharon LaSpada
Bob Lettas
Craig Maginnis
Bob Muller
Dennis Murray
Art Pardo
Dayton Smith
Betty Tomaino

Director of Visitor Services

Gina Bernsen

Travelers Aid Society
3835 N. Harbor Dr., #130
San Diego, CA 92101-1040
Office: (619) 400-2266
Fax: (619) 400-2267

President of Travelers Aid

Kathleen Baldwin

Editor/Development & Communications

Marcy Roke

Volunteer Coordinator

Cynthia Compton



Tickets & Tours

To obtain **Old Town Trolley** and **Seal Tour** passage, you must contact Gina at least 72 hours in advance with the date (two 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 Seal Tours on weekends and no OTT on Holiday weekends.**

Maritime Museum entrance privileges can be obtained by contacting Gina at least 72

hours in advance by email at gina@travelersaidsandiego.org.

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

Continued from page 2...

Harley and I provide therapy visits to a variety of places in San Diego; most of them are difficult, if not tragic, situations. We visit lonely nursing homes and seemingly hopeless vocational centers for the mentally disabled. We attended UCSD's

"Take Back the Night" event, where victims of rape can share their story with their peers. We visit hospitals, schools, and domestic violence shelters. Many people ask me, "Do they really need therapy dogs at the airport?" Bob and I would definitely say "yes."

Whether it is a young parent struggling to control her screaming toddler, a businessperson who misses home, a harried flight attendant, or a lonely woman from North Carolina, everyone needs a little unconditional love and someone to talk to on the journey."

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

Wednesday, February 8
2:00 p.m. – 4:00 p.m.

Thursday, March 9
10:00 a.m. – 12:00 p.m.

Tuesday, April 11
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!

Jules Barad
Mickey Brule
Jenny Colacino
Bobbi Harwood
Bob Hornstein
Eileen Innecken
Bill Irwin
Sandi Kaplan
Shirley Kauffman
Jerry Lewis
Jim Moss
Dennis Murray
Meredith Parker
Jarvie Rowden
Dave St. Onge
Nancy Stockton
Barbara Sturgeon
Al Weiss
Bob Wilder
Davene Yeck

