

TRAVELERS AID  
SOCIETY  
OF SAN DIEGO  
MONTH AT A  
GLANCE:

**MEETINGS:**  
There will be no  
meeting in April.

**CONVENTIONS:**

**April 12-13**  
National Indian Gaming  
Association  
6,500

**April 14**  
San Diego County  
Apartment Assoc. 43rd  
Annual Conference  
3,500

**April 21-25**  
2017 AAO  
Annual Session  
20,000

**April 25**  
San Diego National  
College Fair  
6,000

**April 27-May 2**  
American Society of  
Aesthetic Plastic Surgery  
3,000

**MAJOR EVENTS**

**April 1-2**  
Julian Gold Rush Days

**April 1-2**  
San Diego Crew Classic

**April 8-9**  
Coronado Flower Show

**April 15-16**  
Red Bull Air Race

**April 27-30**  
Art Alive

**WELCOME NEW  
VOLUNTEERS**

Sandra Bolger  
Erman Erdemli  
Joan Gibbons  
Barbara Karas  
Arnie Ladis  
Joe Pieri  
Jan Storck

# The Traveler

VOLUME 115, ISSUE 2

APRIL, 2017

## Volunteer in the Spotlight

Terminal 2 West volunteer, **Mike Horvath**, was born in San Diego, and has lived here all his life. Mike has had only two zip codes: 92107 and 92106! He grew up in Ocean Beach and attended Ocean Beach Elementary, Dana Jr. High, and Pt. Loma High School, and graduated from National University with a degree in business and marketing. Mike was in the Marine Corps, and is a Korean War veteran. His overseas duty actually consisted of lifeguarding in Hawaii. He and his wife of 58 years, Pat, have two children: Craig, who lives in Austin, TX, and Susan, who lives in San Diego.

Mike was a sales representative for Lipton products, a part of Unilever. He coached



Little League, Pony League, and Colt League with his son, and also coached soccer for his daughter's team. He played softball for over 50 years, and also racquetball and tennis. Mike surfed "back in the day" using surfboards he had made himself, since

there were no real surfboard manufacturers at the time. An avid fisherman, he has fished tide pools to sport fishing in Baja. His wife is a travel consultant so they have traveled to almost 100 countries, and have done a lot of cruising. Mike says his specialty is carrying the bags! They have five grandchildren, and four great-grandchildren, the oldest of which is playing tee ball. Mike currently volunteers at Point Loma library twice a week and once a week at the airport. In his spare time, he loves to read and garden. They have joined a wine tasting group and include that interest in some of their travels. Mike and Pat have lived in Loma Portal for forty eight years.

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.

## Ready, Pet, Go! Therapy Program

Once again, our pups in the terminals attracted attention, and this time it was the Weather Channel. They met **Carly** and **Atticus**, of whom they took the first picture, but then asked for additional video of our teams in the terminal. It happened so quickly we were only able to work with a team on the schedule. Wish we could high-

light all the teams. Here is the link to what was posted on Facebook!

[https://www.facebook.com/USofAwesome/videos/716243558537801/?hc\\_ref=NEWSFEEDf](https://www.facebook.com/USofAwesome/videos/716243558537801/?hc_ref=NEWSFEEDf)

The April schedule for the dog teams is out. If you haven't had an opportunity

to go with one of our teams, and you have a badge, make sure you take advantage of this opportunity. The dogs and their owners are wonderful, and it is great fun to watch them in the terminals interacting with the passengers.

# Airport Updates

**April and May Sterile Badge** holders will need to renew their badges before the end of their birth month. You can renew the month before your birthday, but it must be completed by the end of your birth month. You need to make an appointment through Gina (recommended) or take your chances going standby. You will need a completed Fingerprint Application and Security Threat Assessment (STA) form and two forms of ID (a current passport, social security card, or birth certificate, and a driver's license). All forms must be filled out online, and Gina can send you the links to the forms you will need. There is also a computer and printer outside Gina's office, which you can use to fill out forms and print them. The forms are on the desktop. Code for the door is 4266#. Forms filled out by hand will not be accepted.

There are also **two additional forms** that are needed should your fingerprints not go through the first time (which has been happening quite a bit). You will need the Access Investigation form and the 10-year history form. It is suggested that while you have your documents out to fill out forms online you should just go ahead and fill out these additional forms.

The Airport has approved the

construction of a new Federal Inspection Service (**FIS**) **International arrivals – Customs** area. Construction will begin at Terminal 2 West, Carousels 7 & 8 in April. At this point, our T2West Desk will remain in place, but in a few months it will be removed. Once the International Arrivals is complete, our International podium will be moved down to the new doors outside the new FIS. A more beefed-up podium will be provided. Those currently working at the desk in T2West will be moving up to the post security position in Terminal 2 (outside Checkpoint 6). In most cases, you will just start working with the current post security podium personnel in a larger venue to be designed and built.

There is new free **WIFI** at the airport. It is easier to access, faster, and you can be on for 2 hours at a time. It is: #SANFREEWIFI; just accept terms and conditions.

**Seasonal air service** will be as follows starting April and May:

**Condor** will be going to Frankfurt in May.

**Southwest Airlines** will begin service on April 28<sup>th</sup> to Cabo, Indianapolis, Boise, Spokane and Newark

**Spirit Airlines** will be going to

Boise, ID.

**Alaska Airlines/Virgin America** will be going to Minneapolis, Omaha, Albuquerque, Kansas City and Mexico.

**Frontier Airlines** will be going to Austin, Cincinnati, Cleveland, 3 times weekly.

**Mac Cosmetics** will be opening in March in Terminal 2 post security.

**Wounded Warrior escorts are needed.** If you have a Sterile badge and are interested in assisting with the Wounded Warrior program, please let Gina know. We have lost our previous escorts. You can be set up with one of the current 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, so let Gina know if you are interested.

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 that they wouldn't make any changes to the devices. However, someone did change the password on two of the devices, and they had to be wiped and everything reinstalled in order to be put back into operation.



## 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.

## Fare Thee Well

We are so very sorry to be saying farewell to Satur-

day night Terminal 1 volunteer, **Patricia Ramsay**.

She is moving with her family to Phoenix, AZ.

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

**Trusted Travelers Programs • Section 14 – Security • pg 14-D:** The airport's Global Entry Enrollment Center in T-2 has new operating hours as of March 27th. They are now open Monday through Friday from 8 am until 11 am.

The airport's TSA Pre✓ Enrollment Center hours remain the same: Monday – Friday, 6:30am – 11am & 11:30am – 3 pm.

Newly added to this section (page 14-D-4) is information about CLEAR. CLEAR is a private Trusted Traveler Program that is sanctioned by the TSA. The program uses fingerprint or iris scans to verify a passenger's identity thus allowing the passenger to by-pass the long lines to get documents checked. This program is available at some airports but there are no immediate plans to offer it at SAN.

**Concessions • Section 3, SD Airport • pg 3-E:** The Mac Cosmetics' booth in T-2-WV opened March 25th. It is located just outside the exit from Security Checkpoint 6 near Stone Brewing and the Sea Rhythms (kelp) fountain.

**Rental Cars • Section 5, Transportation • pg 5-D:** A

reminder that there is no central number to call at the RCC (see pg 5-D-1). There are only the rental car office numbers listed on page 5-D-2. The RCC shuttles operate via radio. Thus, if a passenger left something on a shuttle, the passenger should return to the shuttle island to speak to the customer service representative (CSR). The CSR might have the item, might have sent it on to the L&F office or might radio the shuttle driver about the item.

Concerning items lost in the RCC building - such as in a cart, on a bench or in a bathroom – found items are sent to the L&F office in T-2. It is always possible for the passenger to return to the RCC to look for the item. If not, the passenger should leave a message with L&F describing the item.

**Trolley to Terminal Shuttle • Section 5, Transportation • pg 5-J-3 and Laminated Map packets:** There continues to be a number of requests for this service at the desks, although sometimes the question is a little vague and you have to guess that the passenger is asking about this service. The Terminal to Trolley connection is particularly handy

for public transportation users headed to Old Town, Mission Valley or even the Convention Center. The Economy Lot shuttle runs every 10-15 minutes so the wait is about the same as for the 992. Passengers using this service should be sure to tell the shuttle driver they want to go to the trolley stop.

**Traveling into Mexico • Section 12, Mexico • page 12-A:** Just a reminder that this section is in the supplemental binders. On page 12-A-5 is a list of some of the most requested Medical Facilities. The Oasis of Hope Hospital (aka Contreras Clinic) listing includes contact numbers in the event the driver is late arriving at the airport.

**Codeshares/ Non-Stop Air Routes • Laminated Packet:** New destinations for Alaska, Frontier, and Southwest have been added. Airline codes and possible FIDS icons for Condor and Edelweiss were also added. Condor begins seasonal flights from Frankfurt May 1st. They will have Monday, Thursday, and Saturday departures through October 5th. Edelweiss begins flights from Zurich on June 9th. Edelweiss will have Monday and Friday departures through September 18th.

## Kudos for Our Volunteers!

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 Stefan, and Richard Townsend.**

We couldn't do it without you!

## Get Well!

Hurry up and get better **Lila Brill, Nancy Davidson, David McDowell, Verla McFayden, Esther Peterson, and Charlie Tamm.** You are missed and we look forward to welcoming you back soon.

## Monthly Meeting:

Our Appreciation Luncheon for March was held at the Southwestern Yacht Club. It was a beautiful sunny day, so the vol-

unteers enjoyed a tasty luncheon at a picturesque venue.

Thanks to the airport for a great

event and to the volunteers for all their hard work on behalf of Travelers Aid and SDCRAA.

## Wounded Warrior Assist Program

Thanks so much to **Ginna James, Brian Helmich, and Richard Ewens** for assisting the Severely Injured Military who have recently traveled

through San Diego. Your assistance is very much appreciated by all. We are still in need of additional volunteers to assist with this program. We can set

you up to observe the procedure if you are interested. Just let Gina know.



### 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

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**President of Travelers Aid**  
Kathleen Baldwin

**Editor/Development & Communications**  
Marcy Roke

**Volunteer Coordinator**  
Cynthia Compton



San Diego  
International Airport

## 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](mailto: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.

## Advisory Board Highlights:

There was no Volunteer Advisory Board Meeting in March. The next meeting with the Board will be on April 11<sup>th</sup>.

Continue to let your VAB

members know if you have concerns or send them to the Suggestion Coordinator. Please contact our Suggestion Coordinator, **Dennis Murray**, who can be reached for comments and suggestions

via email at [g.dennis.murray@hotmail.com](mailto:g.dennis.murray@hotmail.com)

## 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, April 11  
2:00 p.m. – 4:00 p.m.

Contact **Mary De Felice** at [mary.defelice@san.org](mailto: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!

Phyllis Achuff  
Diane Aerts  
Larry Bekken  
Judy Bentovim  
Richard Bregante  
Roma Coleman  
Janet Cooper  
Buddy Coscia  
Michael Drafz  
Vicki Duffy  
Kate Felke  
Donna Geiler  
Howard Gillins  
Cheryl Hemmings  
Cynthia Henkel  
Jan Herrera  
Norm Hollister  
Sue Hunt  
Joe Innecken  
Arnie Ladis  
Kerstin Liedberg  
Lewis Meyer  
Lan Nguyen-Huu  
Gerry Plotkin  
Patricia Ramsay  
Maggie Reid

