

TRAVELERS AID  
SOCIETY  
OF SAN DIEGO

MONTH AT A  
GLANCE:

MEETINGS:

Tuesday, August 22nd,  
10:00am,  
Conference Room,  
3<sup>rd</sup> floor

Airport Admin. Bldg.  
(Old Commuter  
Terminal). Please RSVP  
by Tuesday, August  
15th to Gina at  
619-400-2266

or [gina@travelersaidsandiego.org](mailto:gina@travelersaidsandiego.org)

CONVENTIONS:

August 1-3

American Association of  
Clinical Chemistry  
20,000

August 8-10

SPIE Optics  
& Photonics  
4,500

August 19-22

NACDS Total  
Store Expo  
5,500

August 28-29

Sharp Healthcare Em-  
ployee Meeting 2017  
11,000

MAJOR EVENTS

August 5

Lemon Zest and  
Garlic Fest

August 9

Dancing with the Stars,  
SD Civic Theatre

August 19-20

41<sup>st</sup> Annual World Body  
Surfing Championship

August 27

WELCOME NEW  
VOLUNTEERS

Susan Fitzpatrick  
Paul Hutchinson

# The Traveler

VOLUME 115, ISSUE 4

AUGUST, 2017

## Volunteer in the Spotlight

**Daire Coco** spends alternating Friday nights at the Terminal 2 desk, but fills in all over. As an avid traveler, she's enjoyed being an Airport Ambassador from the start, but had no idea it would lead to a new career in tourism (more on that in a moment).



A Southerner by birth, Daire grew up in Denver with a twin and two older sisters. Coincidentally, her mom and two of her nephews are also twins!

In college she studied journalism and international affairs at the University of Colorado at Boulder and also spent a "Semester at Sea" circumnavigating the globe. On summer breaks, she backpacked around Europe, and after graduating, lived in Germany for a year.

Her first career was in TV news—before the era of "fake news." She started as a writer and copy editor at CNN in Atlanta and later moved to Manhattan to work as a financial news writer for CNBC.

For the next chapter in her life, she spent seven years in Guadalajara, Mexico, where she worked as a freelance writer, English teacher, and Spanish translator.

Several years ago she moved to San Diego and started vol-

unteering at the airport when freelancing from home became too isolating. She quickly discovered that she didn't just need to get out of the house more, she needed to switch careers.

Today she has several jobs in tourism, including work as a tour guide, and credits the Airport Ambassador program (and Gina!) with getting her started. Whether she's working or volunteering, she loves how tourism brings the world to her.

In her free time, Daire likes walking along the San Diego Bay, tackling DIY projects at home, and hanging out with family and friends—including several airport buddies. And yes, she's still traveling. At last count, she had visited all seven continents, all 50 states and 102 countries and territories.

## Wounded Warrior Assist Program

Also thanks so much to **Ginna James** and **Richard Ewens** for assisting the Severely Injured Military, who

have recently traveled through San Diego. 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.

## Get Well Soon!

Hurry up and get better **Nancy Davidson, Myron Hunt, Marion Lunati, Sue Lyons, Verla McFayden,**

and **Charlie Tamm**. You are missed and we look forward to welcoming you back soon.



# Airport Updates

**August and September 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 driver's license). **All forms have to be filled out online, and then printed. No hand written forms are accepted.** 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#.

There are also **two additional forms** that are needed should your fingerprints not go through the first time. 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.

**Do not leave requests for supplies** on Notes to Nancy. Call Gina. Most-used supplies are available in Adrianna's office on top of the refrigerator. The code to her door is 4952#. So if we aren't there you can still get supplies. The outside door is 4266#. With those codes you have access to drinks and supplies when the Ambassador office is closed.

**Frontier Airlines** will start non-stop service to San Antonio, Texas in October. Then in 2018 they will have non-stop service to Tulsa, Oklahoma.

The new Carousel 3 can be used by multiple carriers. **Common Use Podiums (2)** will be installed in the area, so whatever Airline is using the carousel can have their baggage personnel there to assist passengers with bag issues. The new Carousel 3 could be used by two flights if needed. Both Hawaiian and Delta wide body flights will be using Carousel 3. Hopefully the flight numbers will be displayed on the Carousels. Fingers crossed!

**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.

## 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.

Also, when Travelers Aid leaves the airport, Train Station personnel will no longer

be included in the Airport functions or meetings. Only the volunteers who also work for the airport will be included.

## 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 ob-

tained 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 VAB meeting in July.

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)

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

**Greyhound – Sample Bus Schedules and Fares • Section 5 – Transportation • pg. 5-M:** Greyhound departure times have been updated. A “walk up” fare is listed, but should be considered as a sample fare only. Greyhound has adopted a flexible fare system. In addition to discounts for reserving ahead of time, walk up fares listed on their web site vary for departure to each destination. The listed fare is the highest listed for that destination on a sample day.

**Baggage Storage • Section 2 – Yellow Pages • pg. YP-5:** Five Star Tours & Charter Bus Company is offering a luggage storage service. Five Star Tours has an office in the Santa Fe Depot on Kettner Blvd. They are charging \$7 for one bag, \$12 for 2 bags and \$20 for 3 bags. They are open Monday to Friday 8 a.m. to 8 p.m., Saturdays from 8 a.m. to 3 p.m. and Sundays 8 a.m. to 2 p.m. They will accept all major credit cards or cash. The Yellow Pages listing will include a number to

call to verify that they are, indeed, open and to confirm details.

**MTS Information • Section 5 – Transportation • pg. 5-O-3:** Information about Compass Cloud and Compass Cash options has been added to the binders. The Compass Cloud app allows for purchase of one-day Regional Day Passes for \$5 or RegionPlus Day passes for \$12 as well as monthly adult passes. If the passenger is having trouble with the app accepting a credit card, the app should be deleted and reinstalled. If the passenger purchases multiple passes, these passes will show up under the *My Ticket* option on the app. When boarding a bus the passenger will have to show each pass to the driver. When using the trolley, passengers will have to show each pass to the Transit Offices when requested. There is no need to tap the validator.

**Numbers for Airlines Serving SDIA • Section 4 – SD Airport • pg. 3-C-2:** An addi-

tional baggage contact number has been added to the Condor listing. Airport Port Services (APS) is the contact for Condor, Edelweiss, and Sun Country. There is no central office for APS, however, hours when APS is on site and available have been added to the Condor heading on page 3-C-2 as well as the APS information on the Skycaps and Wheelchair section on page 3-D-2.

**Shuttle • Section 5 – Transportation • pg. 5-J-1:** Coronado Livery is no longer available at the San Diego Shuttle Association booth in the transportation islands. The San Diego Shuttle Association booth now works only with Advanced Shuttle, EZ Ride Shuttle and Sea Breeze Shuttle. Coronado Livery, as well as Prime Time Shuttle, might be seen picking up at curbside since their drivers have TCP licenses and are essentially operating as a charter. As such, their passengers must have prior reservations.

## Kudos for Our Volunteers!

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

They were **Jules Barad, Judy Bentovim, Mickey Brule, Donna Capps, Robin Carter, Orv Coonce, Richard Ewens, Jeff Freeman, Johanne Geofrion, Sue Hunt, Brad Jacobsen, Sally Jacobson, Laurene Kallstrom, Elliot Kanter, Sandi Kaplan, Merrilee Kazarian, Ellen Levy, Mary McMillan, Dennis Murray, Joe & Kathy Naylor, Barbara Nichols, Bob O'Donnell, Carole Sanford, Mike Schooling, Nancy Stockton, Miho Tattersall, Alan Vanden Avond, Mary Zbik, and Marjorie Zhou.**

We couldn't do it without you!



## Fare Thee Well

We are so sorry to be saying farewell to longtime volunteers **Ginger Cox, Jan Ford, Diane Skrivanek, Judy Stern, and John Rowden.** We wish you well in all your new endeavors and relaxation in your retirements!

Leaving because of work commit-

ments are **Jonathan Chau** and **Scarlett Swanson.** We wish you continued success in your careers.

One of our first Therapy dog teams, **Cher Rodenbeck** and her wonderful **Goldendoodle, Emma,** are moving to Apple Valley, CA. We wish you both all

the best in your new home.

Going to Leave of Absence status are **Jeffrey Lam, Sue Lyons, and Betsy Wiedle.**

We thank all of you for your gift of time to Travelers Aid and to the airport. We will miss you all.



### 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  
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**President**  
**of Travelers Aid**  
Kathleen Baldwin

**Editor/Development & Communications**  
Marcy Roke

**Volunteer Coordinator**  
Cynthia Compton



# Ready, Pet, Go! Therapy Dog Program

We are very excited to be welcoming new teams to our Ready, Pet, Go! Program. Our new teams are **Kyle Beck** and his **Goldendoodle, Buddy** and **Barbara Dunning** and her **King Charles, Polly**. We are also waiting for additional dog teams going for their registration.

Besides calming stressed out passengers at the airport, **Kiyah, Rebecca Aikin's Australian cattle dog**, is quite the athlete. She participates in the sport of flyball where she runs with her teammates on SD Flyball. She has earned many titles and was also named her team's MVP last season. Kiyah has also

picked up the sport of Dock Jumping. She loves flying through the air to catch her ball, then lands in the pool and swims back to the dock to do it all over again. Besides these sports, Kiyah also loves to hike and looks forward to a yearly trip to Lake Tahoe where she hikes with up to 30 dog friends.



## 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, August 8  
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. 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.

*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**  
**Jonathan Chau**  
**Daire Coco**  
**Ginger Cox**  
**Philip Erdelsky**  
**Sandy Feldman**  
**Joan Hubbs**  
**Sally Jacobson**  
**Ginna James**  
**Barbara Jones**  
**Sharon LaSpada**  
**Ellen Lifa**  
**Gerry MacDonald**  
**John Markey**  
**Dee Nashagh**  
**Jodi Nayoski**  
**Bob Pavon**  
**Chuck Scheneker**  
**Mike Schooling**  
**Carol Schrider**  
**Jerry Sharrin**  
**June Spencer**  
**Patricia Thomas**  
**Lonna Webster**

