FALL 2017

Fly2PIE News

DIRECTOR’S HIGHLIGHTS

On November 30th, PIE kicks-off its Airport Master Plan development with a Public Open House Meeting at the Hilton Carillon from 5 pm to 8 pm. We hope you will join us to learn about the process and provide your input. Our future airport development will be shaped by this planning process with the input of the airport community and the public. PIE has experienced significant growth over the past decade since the last Airport Master Plan was completed in 2004 and again we are set to break our all-time passenger record this year, so planning for the future is critical.

The holiday season will be upon us soon with increased flights, new additional TSA screening procedures, crowded hold rooms, and ongoing construction, and we ask for your patience. However, no matter how busy we are, we also want you to expect the best in customer service at PIE. We launched our STAR Customer Service initiative this summer and have received many nominations for STAR employees and so far, named 15 employees STARS of the month. Employees and their supervisors love to receive a customer’s note of appreciation and we all enjoy hearing about these special moments. Let us know when we are STARS or when we need to do better (learn more about the STAR program on page 3).

As the holiday season begins, the hurricane season ends. We are grateful PIE only experienced very minor damage during Hurricane Irma. Our team worked day and night monitoring and responding. Hurricane Irma had significant impacts to our operations, canceling 138 flights over a 5 day period. As a result, this September was the first month in 56 consecutive months that we didn’t see an increase in monthly traffic over the prior year, although 2017 year-to-date growth is still up 10%.

Overall, we were very fortunate this hurricane season and wanted to give back. After Hurricane Maria’s devastation to Puerto Rico, PIE teamed up with Allegiant and the Hispanic Outreach Centers to host a food/supply donation drive at the airport in October and were delighted to see so many citizens and employees of PIE’s businesses contribute. Many families who evacuated from Puerto Rico to Pinellas will be welcomed and aided, thanks to our generous community.

Onward and upward...your Airport Director, Tom Jewsbury

Airport Master Plan Public Kick-Off Meeting
Join us on Thursday, November 30th anytime between 5 pm - 8 pm at the Hilton Carillon St. Petersburg (950 Lake Carillon Drive) for an open house meeting on developing the Airport Master Plan. For more information, visit piemasterplan.com

Air Service News
Fall welcomes new destinations with Allegiant and the return of our Canadian friends on Sunwing. Allegiant’s added Milwaukee, WI; Norfolk, VA; and Providence, RI; Ogdensburg, NY; and Phoenix/ Mesa, AZ. Our year-to-date passenger growth is up 10%, our fifth consecutive year of double digit growth.

Allegiant’s all Airbus fleet at PIE

Airport employees and the Hispanic Outreach Center teamed up to host a food and supply drive for Hurricane Maria Puerto Rico evacuees’ families coming to Pinellas County. An entire Salvation Army truck was filled with donations from the community and airport community. Allegiant Travel Company sponsored this event along with PIE.
AIRPORT PROJECTS AND OPERATIONS

PIE has a number of projects underway to accommodate the rapid growth we are experiencing. We will do our best to minimize the impacts as we look forward to making improvements for our customers.

UPCOMING PROJECTS

New Maintenance Facility

Construction on the new facility is expected to begin in early 2018. The 10,500 square foot new building will be located adjacent to the airfield and provide the facility for maintenance crew operations and equipment. The project is funded 50/50 by Florida Department of Transportation and Airport Reserves.

Ticketing A Checked Baggage Inspection System (CBIS)

The CBIS is scheduled to begin in January 2018 at a cost of $12.5 million. The project will allow Allegiant to move operations to the larger Ticketing A area and Transportation Security Administration to screen baggage at a faster rate.

Airport Landside and Parking Improvements

The $13 million project, funded by FDOT and Airport Reserves, will begin in December 2017 and create a new circulation roadway. Parking will be improved and long-term spaces increased while setting the stage for a future parking garage.

Noise Affairs Update

For information, contact the Noise Affairs Office at (727) 453-7877 or email airportnoise@fly2pie.com. Airport Noise Abatement Task Force Meetings are held quarterly to discuss noise affairs at PIE. Meetings are held at 3:00 pm in Airport Conference Room #234.

2018 Dates: January 17, April 18, July 18, and October 17.

PIE Awarded Ambassador of Excellence by National Weather Service

PIE, under the leadership of Operations Supervisor Austin Fay (center) was recognized as a Weather Ready Nation (WRN) Ambassador of Excellence. PIE utilizes resources from the WRN Ambassador program to educate and prepare employees, tenants, and customers. The Airport went the extra mile and earned Storm Ready Recognition in 2017 from the NWS - Tampa Bay.

TAXIWAY ALPHA REHABILITATION IN PROGRESS

The second phase of airfield rehabilitation includes Taxiways A, B, M and T. The project, largely funded by the Federal Aviation Administration, will be completed in November 2017.

Terminal Renovation Phase 3

The terminal renovation project is expected to be complete in spring 2018. The 12,000 square foot expansion in Gates 7-10 will add 350 additional seats and expanded concession spaces. The security checkpoints expansion has been completed. Other amenities will include a children’s play area, designed by Great Explorations Children's Museum, and charging stations.
CPR and First Aid Classes Held at PIE for Airport Employees and Volunteers

Certified Instructor Airport Fire Chief Jeff Carrington offered CPR and First Aid Training at PIE. Pictured, Chief Carrington demonstrates CPR to Facilities Department Craftworker II Van Cobb.

Jannus Awards
This year’s honor goes to Doug Parker, CEO and Chairman of American Airlines. Mr. Parker will receive his award at the Renaissance Vinoy Resort December 1. Scholar Awards will also be presented to outstanding college students. For sponsor, ticket, or general information, visit tonyjannus.org.

Staff News - Welcome Aboard!
Greg Byrd joined Airport Operations as a Traffic Assistant. We also welcome Jordan Dahlstrom and Jake Duncan as new Airport Firefighters.
Acting Operations Manager – Matt Weaver is on a leave of absence and Erin Johnson will be the Acting Manager during this time. Erin can be reached at 727-453-7815 or emjohnson@fly2pie.com

STAR Customer Service
This summer PIE launched a new program to acknowledge and reward STAR employees of the airport and its businesses. Every month we select STAR’s from your nominations. A STAR employee Smiles, is a Team player working with others to serve you, is Attentive and Resourceful.

If you encounter a STAR, ask them their name. Nominating is easy, just go to our website and click on Share Your Story at the bottom of the Home Page or email star@fly2pie.com.

STAR Comments from our customers - "Karen was cheerful, outgoing and helpful, connecting with each customer in an individualized way;" "Marlon is truly an asset to your team with his cheerful demeanor and can do attitude, so professional and caring, genuinely eager to serve;" "Robert helped us get everything off the shuttle (car seat, stroller, luggage) and rolled our baggage close to our car. This was the best shuttle service I’ve ever received;" "After missing my flight...Adam/Hero helped calm me down and got me another flight with stellar customer service and patience and saved the day...He was fantastic and very professional."

PIE Welcomes Tampa Bay Beaches Leadership Class Tourism Seminar
PIE hosted Tampa Bay Beaches Chamber of Commerce Leadership Class in October for their Tourism Seminar. Combining fun and education while meeting with area tourism leaders made for a great event.

New Website Feature - Spanish and French Q & A Translation
On the home page of fly2pie.com, the top banner now features the word Español and Francais. Just click on these and you will find a translated Question and Answer section. We hope Spanish and French speaking customers will find this helpful in finding information about PIE’s operations.

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!

PIE STAR CUSTOMER SERVICE
Everyone’s top priority!
COMMUNITY RELATIONS

COMMUNITY RELATIONS

Community Presentation & Education Tours

The airport provides presentations and tours to schools, scouts, and leadership/civic groups. For more info, see our website: fly2pie.com/about-pie/airport-tours or contact: Michele Routh at mrouth@fly2pie.com or 727-453-7879.

PIE hosted its 29th and 30th Veterans Honor Flights with Honor Flight of West Central Florida on September 26th and October 24th. The Welcome Home Receptions for the vets are always a moving and joyful celebration. We look forward to continuing this tradition in the spring. For more information, visit Honorflightwcf.org.

Donation Drive for Hurricane Maria Evacuees

PIE Airport and Allegiant Travel Company sponsored a very successful food and supply donation drive for the Hispanic Outreach Centers (HOC) to help families evacuating to Pinellas County from Puerto Rico after Hurricane Maria. Employees and volunteers from the airport, Stellar Partners, the HOC, Pinellas County Health and Human Services and Veterans Affairs departments collected donations from the community curbside. Salvation Army also partnered on site collecting donations in their truck for delivery to the HOC.

Pictured on left, Students from St. Vianney's Catholic School were at PIE for an airport tour and brought donations to support the cause!

Pictured on right, PIE Airport and Allegiant Travel Company sponsored a very successful food and supply donation drive for the Hispanic Outreach Centers (HOC) to help families evacuating to Pinellas County from Puerto Rico after Hurricane Maria.