DIRECTOR’S HIGHLIGHTS

We are on the verge of many new exciting developments at PIE. We recently entered into a new 5-year agreement with Allegiant, moved their passenger check-in operations to Ticketing A to allow for continued growth, and added two new cities in October for 54 total Allegiant non-stop destinations. Allegiant is progressing on building their new airline support facility at PIE which will provide greater efficiencies and growth opportunities. Our new In-line Checked Baggage Inspection System is now completed. This will be a very welcome addition as we enter the busy holiday season and allow for faster processing of checked bags.

Our Federal Inspection Service Facility (FIS) “Customs” is nearing completion as well. Renovating our FIS to meet new Customs design standards is an important step in expanding our international air service. Our master concessionaire Hudson SSP is in the midst of renovating our food/beverage and news/gifts concessions. In 2020, we look forward to welcoming new concessions such as Dunkin’ Donuts, Mazzaro’s Italian Market, 3 Daughters Brewing, and News & Gifts stores by Hudson.

The ongoing parking and internal roadway project continues to impact the flow of traffic for our customers. We are currently in the most challenging phase of the project that requires the temporary closures of the terminal curbside and short-term parking area as we head into the increased holiday travel season. We urge our customers to allow extra travel time and strongly consider getting a ride to PIE as all parking lots are anticipated to reach capacity during peak season. The parking and internal roadway project is planned for completion in early 2020.

As we complete these projects, important new ones are on the horizon. We received our biggest discretionary Federal Aviation Administration grant this fall to begin resurfacing our main runway. Additionally, the Airport Master Plan is nearing completion and will be presented to the Pinellas County Board of County Commissioners in early 2020. This plan will set the stage for the next 5-20 years of airport development.

We are grateful for our passengers and their patience during these years of growth and change. We hope you have a happy holiday season!

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

Air Service News

July was the biggest passenger month in our history! Almost 250,000 passengers flew to/from PIE, setting our new all-time record. In October, Allegiant added two new non-stops to State College, PA and Traverse City, MI. Sunwing Airlines seasonal service to/from Toronto starts November 4th and Halifax begins February 6th. We now have a total of 57 non-stop destinations at PIE.

PIE also continues to offer some of the lowest airfares among over 400 U.S. Airports. In the 2nd quarter of 2019, PIE moved to the 5th lowest with an average round-trip airfare of $125! In the 1st Quarter, PIE ranked 8th lowest. Thank you Allegiant Air for providing such affordable travel to/from PIE!

Customer Service at PIE!

PIE hosted a reception to thank our STAR employees and volunteers for great service. Our passengers share their experiences on our website or email star@fly2pie.com. Thank you STARS!
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.

PROJECTS UNDERWAY

New Airport Maintenance Facility
The new Maintenance Facility will provide a space of approximately 9,000 square feet for airport maintenance personnel to store and maintain equipment and office space. This $3 million project will place the facility closer to the terminal building and airfield for greater efficiency. The project is scheduled for completion this fall.

Airport Landside and Parking Lot Improvements
This project is a complete reconstruction of the landside area of the airport. Work on this important project started in December 2017. This $16 million project, scheduled for completion in February 2020, will provide over 1,156 parking spaces for short and long-term parking and 224 spaces for rental cars. Combined with the two economy parking lots (Key Lime and Strawberry) and the cell phone waiting lot, the total parking available will be 3,096 spaces.

Customs and Border Protection Facility Improvements
This $8 million dollar project is a complete reconstruction of the Customs and Border Protection (CBP) facility to bring the station up to current standards. The facility will be modernized and upgraded to allow for processing of 300 international passengers per hour. Completion is expected in late 2019.

Airport Master Plan
The Master Plan Study, which began in the fall of 2017 will be completed in December 2019 and presented to the Pinellas Board of County Commissioners in early 2020. This major airport planning study will provide a pathway for future airport development to meet passenger and airport needs. Draft versions of this document can be found on the Airport Master Plan website www.piemasterplan.com

COMPLETED PROJECTS

Ticketing A Checked Baggage Inspection System (CBIS)
Now open - This $12.5 million checked baggage inspection station (CBIS) allows TSA officers to better screen and inspect baggage at faster rates. Consisting of two Explosive Detection Systems (EDS) and a system of conveyors, the airport now has the capability of screening over 1,300 bags per hour.

Airport Security System Improvements
This $3 million project upgraded the access control system of the terminal building to better secure the facility and protect passengers. A closed-circuit TV system is also included in this project to allow for video surveillance of the entire airport property.

PROJECTS COMING SOON

Runway 18-36 Rehabilitation
PIE was awarded a total of $19.75 million in Federal Aviation Administration (FAA) grant funds, including $11.58 million in Discretionary Funds and $8.16 million in Entitlement Funds, for the rehabilitation of its primary runway 18-36. PIE received $900,000 from the Florida Department of Transportation for the project design and construction and the airport is committing $3.43 million to the project’s $24.1 million total cost. This is the largest FAA Discretionary Grant that PIE has ever received. The project includes the asphalt pavement rehabilitation and new edge lighting and is expected to be complete by Spring 2021. Runway rehabilitation is essential to safe operations at the airport due to weathering and cracking over time.
**AIRPORT OPERATIONS**

**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.

2020 Dates: January 15, April 22, July 29, and October 21.

**Curbside Traffic Operations/ Ground Transportation/ Parking ADVISORY**

With a portion of our curbside closed for construction of our parking project, curbside operations are even more challenging. Only active loading and unloading is allowed curbside, a requirement of the Transportation Security Administration. Like other airports with increasing passenger traffic, this requirement is essential for safe and efficient operations. In addition to family and friends, pick-up and drop-off from Uber & Lyft also operate curbside. All other ground transportation (taxis, hotel shuttles, off-site rental car shuttles, and our Economy Parking Lot shuttles operate from our Ground Transportation Lot at the end of Baggage Claim.

Parking is very limited at PIE and we expect all Parking Lots will be filled to capacity for the holidays. We strongly urge passengers to arrange a ride to the airport. If you are planning on parking at PIE, please visit our website [www.fly2pie.com/directions-parking/parking-information](http://www.fly2pie.com/directions-parking/parking-information) and give yourself plenty of time as you may be directed to alternate parking.

**AIRCO Development**

A Public Hearing on the Environmental Assessment (EA) for the redevelopment of the Airco Parcel was held on June 17th at the Feather Sound Country Club. The Hearing presided over by a formal Hearing Officer began with a presentation on the Federal Aviation Administration’s (FAA) National Environmental Policy Act (NEPA) procedures, the Proposed Project, and a discussion of the environmental categories evaluated in the EA. More than 70 citizens attended the hearing and a total of more than 100 verbal and written comments were submitted during the 6 week comment period. Representatives of the Airport and EA Study Team were available at the hearing and interacted with interested parties to discuss the Proposed Project and public concerns.

**Ticketing & Check-in Changes**

Allegiant Air Check-in is now located in Ticketing A. Sunwing and Sun Country Airlines now operate in Ticketing B. If you already have your boarding pass and only have carry-on luggage, check the Flight Information Monitors and you can proceed to your gate to check-in. The airport has two TSA checkpoints– Gates 2-6 and Gates 7-11.

**New Privacy Rooms for Nursing Moms & Special Needs Passengers**

We now have privacy “Mamava” pods in both of our passenger boarding areas. If you need privacy while waiting to depart, just download the Mamava app to get a code or contact the number listed on the pod. Widely used by nursing moms, they are also available for passengers with special needs for up to 30 minutes of privacy. The “Mamava” pods are replacing the privacy room in Gates 2-6 that is making room for a new Dunkin' Donuts kiosk.

**New Master Concessionaire**

Hudson SSP operates all Food & Beverage and Retail Concessions at PIE. Coming soon... Hudson's national and local partnerships. In Gates 7-11, we are delighted local favorite, Mazzaro’s Italian Market, and in Gate 2-6, 3 Daughters Brewing, will serve our passengers. Dunkin' Donuts will be in both departure gate areas and Hudson will have specially branded retail stores throughout the airport with beach themed branding. Open to the public in our pre-security restaurant and lounge on the 2nd floor will be The District Pub. All new Concession spaces are set to open in 2020. Temporary concessions are available throughout the terminal.
COMMUNITY RELATIONS

Community Education Programs: 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

Coming up: Southeastern Guide Dog Puppies in Training! Five chapters, 30 plus puppies and 60 humans will meet with airport and Allegiant crew members November 12th to familiarize them with the airport and airline operations. And, Sexton Elementary Chorus performs a Holiday Concert in Baggage Claim on December 19th!

Veterans Honor Flights: PIE hosted its 37th & 38th Veterans Honor Flights with Honor Flight of West Central Florida in September and October. Our Veterans enjoy the surprise Welcome Home celebration they receive. 2020 dates are April 28th and June 9th. For more information, visit Honorflightwcf.org.

Big Brothers Big Sisters Workplace Mentoring Program: PIE continues its BBBS program with Clearwater High School mentoring students now in their Senior year. Employees of the airport, Signature Flight Support, and the TSA meet monthly for one-on-one time. In addition, students receive training through guest presentations.

PIE partnerships in the community:

The Dali Museum and PIE are partnering to cross promote during the Dalí's upcoming special exhibition with the Centre Pompidou. Midnight in Paris: Surrealism at the Crossroads, 1929 running November 23-April 5th.

Also, look for Florida CraftArt's Craft Art Festival November 23-24 on Central Avenue from 5th-6th Street for over 100 fine craft contemporary artists on the streets of St. Pete! PIE is proud to sponsor these exciting events in our community and promote our low-cost non-stop air service.

Jannus Awards: This year’s honor goes to Dr. Thomas Enders, Former Airbus SE CEO. The award is presented November 15th. PIE’s Deputy Director of Operations and Facilities, Mark Sprague, currently serves as Co-Chair of the Jannus Society Board. Scholar Awards will also be presented to outstanding college students. For information, visit tonyjannus.org.

PIE Pups Therapy Dog Program at PIE:

PIE started a new Pets Uplifting People (PUP) Therapy Dog Program to greet passengers while waiting to board flights.

Passenger Kim A. sent in this comment, "best thing I've seen in an airport ever. Made our airport experience so enjoyable."

Pictured: Lee & Maxx and John & Mickey, PIE PUP Coordinators

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