



**AIRPORT COMMISSION  
OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE  
Thursday, March 3, 2022 – 11:00 A.M.**

**ACTION SUMMARY MINUTES**

**1. CALL TO ORDER:**

Committee Chairman Schmitz called the Committee meeting to order at 11:00 A.M.

**2. POSTING OF AGENDA:** Agenda posted on February 28, 2022.

**3. ROLL CALL:**

**Committee Members Present:** Breslin, Martin, Miller, Payne, Pye, Schmitz, and Weil

**Committee Members Absent:** None

**Staff Present:**

Harry Barrett, Jr., Interim Airport Executive Director  
Ramon Sanchez, Interim Airport Operations Manager  
Victoria Carpenter, Airport Administration Manager  
Christina Brown, Airport Executive Administrative Assistant

**Others Present:** Arica Gately, CLEAR Sr. Director of Airport Business Development  
Amy Hopican, CLEAR Head of Regional Public Affairs

**4. ACCEPTANCE OF AGENDA:**

**ACTION:** Accept the agenda as presented. **Moved by Committee Member Weil and seconded by Committee Member Miller and unanimously approved.**

**5. PUBLIC COMMENTS:** None

**6. APPROVAL OF MINUTES:** None

Committee Chairman Schmitz inquired about the notification that the Committee had received that was in regard to the January 27, 2020 meeting minutes not being listed

on the agenda for approval because staff was unable to locate the meeting notes for the meeting. Airport Executive Administrative Assistant Brown confirmed that staff was unable to locate the meeting notes for the January 27, 2020 meeting, and the meeting was not recorded. Therefore, staff was unable to prepare the minutes for that meeting.

## **7. PRESENTATION:**

### **7.A CLEAR**

Arica Gately, CLEAR Senior Director of Airport Business Development, provided an overview of CLEAR for the Committee. Committee Member Payne asked Ms. Gately to walk the Committee through the timing queue for a passenger that doesn't have a CLEAR membership versus the timing queue for a passenger that has a CLEAR membership. Ms. Gately said that CLEAR advertises that it takes three minutes for a CLEAR member to go through security, but typically it takes a CLEAR member 30 seconds to go through security. Committee Member Payne inquired about the timing queue for a TSA PreCheck passenger. Ms. Gately said that TSA PreCheck and CLEAR are separate services and that they are complementary services that together can make a more seamless travel experience. Committee Member Payne inquired about CLEAR's layout plan. Ms. Gately said that CLEAR had proposed that the airport allow CLEAR to use the employee use lane as the dedicated CLEAR lane because the employee use lane is an underutilized space of the airport checkpoint. Airport Administration Manager Carpenter provided a diagram of the proposed layout.

Committee Member Miller asked if TSA has to give their approval for CLEAR to operate at the airport. Ms. Gately said that CLEAR has a nationally approved TSA permit and that they work closely with the local and national TSA staff to make any necessary adjustments to fit the airport footprint. Committee Member Miller asked if there were membership opportunities for lower-income and middle-income travelers. Ms. Gately said that the monthly membership fee is \$15 per month, and she said that CLEAR is working on developing additional services that will help improve the passenger travel experience at no additional cost. She said that CLEAR also offers a wide range of pricing options that make family travel seamless, and Ms. Gately said that CLEAR makes a better traveling experience for both members and non-members because of the efficiencies that the CLEAR lane creates for the entire airport checkpoint. Committee Member Miller asked who CLEAR is owned by corporately. Amy Hopican, CLEAR Head of Regional Public Affairs, said that CLEAR is a publicly traded company and that their corporate headquarters is in New York City. Committee Member Miller asked if CLEAR offers a senior discount. Ms. Hopican said that CLEAR does not offer a senior discount, she said that she would speak to her product team about offering a senior discount, and she said that CLEAR does offer a government, military, and student discount. Committee Member Miller said that he believed that a senior discount would be very popular in Palm Springs.

Committee Member Payne asked for clarification on the difference between having TSA PreCheck and CLEAR, and he asked if it was an either/or situation. Ms. Gately explained that TSA PreCheck and CLEAR are two separate programs that have their own subscription costs, she said that CLEAR has been selected by TSA to be a 3rd party TSA PreCheck enrollment provider, and she said that in the future, CLEAR will offer TSA PreCheck at a discounted rate. Ms. Gately said that TSA PreCheck is beneficial for efficiency and that passengers do not have to have TSA PreCheck to enroll for a CLEAR membership.

## **8. DISCUSSION AND ACTION ITEMS:**

### **8.A Parking Capacity**

Interim Airport Operations Manager Sanchez said that he had compared the data from 2019 with the data from 2021, and he said that there was an increase of 127% for parking lot tickets issued and that revenue had increased by 4%. He said that staff believes that the revenue increase is low because of the increase in short-term parking. Mr. Sanchez said that since the summer of 2021, the parking lots have had an average use of 50% of the parking spaces, there were some dates that the parking lots were close to saturation, and staff is now making sure that the overflow lot is ready to go at any moment that staff feels that the front lot will be fully saturated. He said that shuttle service would also be available, and Mr. Sanchez noted that for the first time in his 17 years with PSP, the overflow parking lot had to be opened for President's Day weekend. Interim Airport Executive Director Barrett said that in regard to parking saturation, staff is seeing that what was consolidated to the Thanksgiving and Christmas holiday season is now being extended to the other holidays, and he said that staff was assessing what needed to be done for landside parking, roadway access and employee parking.

Committee Member Weil voiced his concern about the difficulty that he had experienced parking at the airport parking lot, and he said that the issues with the baggage claim capacity were causing additional issues for roadway access. Mr. Barrett said that during the peak period of 6:00 a.m. to 2:00 p.m. the airport is more impacted than the rest of the day, and there is a surge in the parking and baggage areas. Committee Member Weil said that with the increase of carriers and passenger traffic, his long-term concern is that passengers will choose to use other airports. Mr. Barrett said that the Airport staff shares that same concern, staff is working on an RFP for professional Master Plan services to address the capacity issues, and he said that staff is keenly focused on addressing the congestion issue for the short-term. He said that staff was starting to have discussions with the car rental facilities about potentially relocating their customer service counters so that airport staff could expediate the baggage claim expansion project.

Committee Member Weil inquired about how the shuttle service would be managed. Mr. Barrett explained that ABM Aviation Parking provides the airport shuttle service that runs continuously when the economy parking lots are open, and he said that staff would be proposing the use of CARE Act grant funds to purchase three zero emission shuttle buses for the airport to provide shuttle service continuously during the peak hours. Committee Member Weil suggested that the shuttle service be available during the summer months.

Committee Member Miller said that he agreed with Committee Member Weil's comments, he suggested that staff consider removing parking from the General plan and to focus on parking in the Master Plan, and he said that he has been approached about having different pricing for the parking lots and the need for developed long-term parking lots. Committee Member Miller suggested that restrictions be enforced for the short-term parking lots and that there be designated lanes or areas for the TNC's to pick-up passengers. Mr. Barrett said that due to timing, it could be a challenge to address parking in the Master Plan, and he had Airport Administration Manager Carpenter share a diagram of the proposed future landside phasing that staff has been working on. Committee Member Miller said that he was concerned that airport staff was going to get bogged down with the other long-term plan projects, and he said that he believes that staff could work out the parking issues fairly quickly. Mr. Barrett said that he agreed with Committee Member Miller, and he said that the challenge for staff is the need to determine if Regional Jet (RJ) terminal needs to be expanded, and if so, the RJ terminal expansion would drive the landside issues.

Mr. Barrett reviewed the diagram of the proposed future landside phasing. Committee Member Weil inquired about the open space that is southeast of the terminal. Mr. Barrett explained that the open space is on the airside and that the open space could potentially be used in the future for the expansion of aircraft operations. Committee Member Weil asked if the open space could be temporarily used for airside uses. Mr. Barrett said that airside open space can only be used for aeronautical purposes, and he said that staff was exploring the possibility of acquiring a property that is south of the economy lot. He noted that the acquisition of a property could require approval from the FAA and that it would require an approval from the City Council. Committee Member Miller asked who owned the property. Mr. Barrett said that that staff had not identified the property owner. Committee Member Miller suggested that eminent domain could be used for acquiring the property, and he said that he believed that the airport parking issues were very important to some of the Committee Members and that staff should let the Commission or Committee know if they can assist the staff in any way to move the parking issues forward. Committee Chairman Schmitz said that the full Commission should be briefed.

Committee Member Payne suggested that staff think outside of the box and to consider utilizing autonomous buses, and he said that staff should keep in mind that transit could be very different in five to ten years. Mr. Barrett said that staff would consider Committee Member Payne's suggestion. Committee Member Payne noted that there is State and Federal funding available and that there are commercial entities that could be open to a trial agreement with PSP. Committee Member Miller said that he agreed with Committee Member Payne, and he said that Committee Member Payne's suggestions should be explored.

### **8.B Valet Services**

Interim Airport Executive Director Barrett said that he believed that PSP had trialed a valet service under former Executive Director Nolan's direction, and it was his understanding that the trial was unsuccessful and that he did not have any information on why the trial was unsuccessful. Mr. Barrett said that staff could conduct a valet service study if the Commission wants staff to move in that direction.

Committee Member Payne said that he would support a valet service study and that he believes that a valet service at PSP could be a way to put at-risk youth in the work force or people who have been in the criminal justice system back in the work force and that a targeted well managed program could benefit the community, and he asked if Interim Airport Operations Manager Sanchez could provide any information on the valet service trial. Mr. Sanchez said that the parking lot that was being used for the valet service had approximately 15 parking spaces, and he said that there hadn't been enough interest in the valet service. Committee Member Payne inquired about the marketing of the valet service. Mr. Sanchez said that he did not recall how the valet service was marketed, and he noted that social media marketing was not as prevalent at the time of the trial. Committee Member Payne suggested that there could be a hybrid valet service that could allow passengers to drop-off their rental cars with the valet attendants, and the valet attendants would return the rental cars.

Committee Member Weil said that he believed that the senior community would welcome the opportunity to use a valet service and to possibly make a reservation in advance, and he said that some of the demands were being met by the shuttle service. Mr. Barrett asked if Mr. Sanchez recalled what year the valet service trial was piloted. Mr. Sanchez said that he believed that the trial was piloted eight years ago. Mr. Barrett said that it could be beneficial for staff to look into the feasibility of providing valet service, and Committee Chairman Schmitz agreed with Mr. Barrett. Mr. Barrett said that the airport staff could initiate a baseline valet service feasibility study if the Commission directs staff to do so and that staff would need to be cognizant of the airport's priorities. Committee Member Miller emphasized that it is the Committee Member's responsibility to help Mr. Barrett prioritize the needs of the airport. Committee Chairman Schmitz asked Mr. Barrett to include the valet service feasibility study with the parking capacity update to the Commission.

### 8.C Baggage Claim Capacity

Interim Airport Operations Manager Sanchez reported that staff had compared the data for 2019 with the data for 2021, he said that in regard to deplanements, the data for 2019 was 20% higher than the data for 2021. In regard to enplanements, the data showed a month-to-month increase of 26% to 30% as of June 2021, and Mr. Sanchez said that the increase in the summer was not normal for PSP and that the increase has caused the congestion in the baggage claim. He said that the peak time for arrivals is between 11:00 a.m. and 1:00 p.m. and that there are approximately 17 arrivals during the peak time, and 13 of the arrivals are mainline aircraft which have more capacity. Mr. Sanchez said that the aircraft are arriving either at the same time or close together which exacerbates the congestion at the bag belts.

Mr. Sanchez said that most of the airlines have a 20-minute requirement to deplane the luggage from the aircraft, and he said that if there is already a ground crew unloading luggage at one of the three baggage belts, the other airlines have to wait in line to unload their luggage. He said that the airline baggage customer service agents who normally assist with delayed luggage are having to remove luggage from the baggage belts to make room for their flight, and they are also sorting luggage on the ground. Mr. Sanchez said that Alaska and America Airlines have hired a porter service to help with the luggage situation.

Committee Member Payne asked if there was a way to make baggage belt time during the peak hours a higher priced commodity for the airlines to make luggage delivery more efficient, and he also asked if there were any metrics that the airport staff uses to gauge when the airlines are falling behind. Mr. Sanchez said that the airport staff does not have metrics for the baggage delivery, and he said that the airlines have metrics in place for baggage delivery. He said that most of the airlines have contracted ground services, and the airlines impose incentive-based metrics on the contracted ground services.

Committee Member Payne asked if the airport staff is working with the contracted ground service staff to see what can be done to fix the issues. Mr. Sanchez said that the baggage handling system is what is causing the issues, not the ground handling services. Mr. Barrett said that the issue comes down to the need for a capital improvement project which is at the top of the airport staff's priority list.

Committee Member Miller noted that PSP can't be the only airport that has had a baggage claim issue, he questioned if the airlines could provide more feedback on the situation, and he asked if there were any manual solutions that could be applied to the situation. Mr. Barrett said that there are consultants that can address the issues and provide solutions, he said that the challenge will be finding manpower to assist with the solution, and he said that the airport staff has been reaching out to other airports and airlines to get their feedback.

Committee Chairman Schmitz asked if relocating the rental car company counters would only fix the congestion at the baggage claim waiting area. Mr. Barrett said that airport staff was looking into other opportunities that could potentially create additional methods for delivering baggage, and he said that by relocating the car rental company counters, there could also be opportunities to create temporary efficiencies until the capital improvement project is complete.

Committee Member Payne inquired about the baggage handling system meeting its metrics. Mr. Barrett explained that the system in baggage claim is a basic belt that moves the baggage, and he said that an automated system could be beneficial for efficiency. Committee Member Payne asked if there was a team of staff that is actively working on improving the baggage handling system. Mr. Barrett explained that before the pandemic, there had been engineers and planners that had been working on improving the baggage handling system, he said that the staff that had been assigned to the task were no longer with the City, and he said that there currently isn't enough staff to assign to the task. Committee Member Miller asked if there was a way to free up funds to hire consultants to work on the issues. Mr. Barrett said that there are funds available and that it is the phasing of the projects that could be challenging.

Committee Chairman Schmitz asked Mr. Barrett to add baggage claim as a briefing note for the next Commission meeting. Mr. Barrett said that he was hoping to have additional airport staff and a consultant onboard by the summer to assist with the baggage claim issues.

Committee Member Payne asked Mr. Sanchez if he had seen any changes in the size or amount of baggage since the pandemic. Mr. Sanchez said that most of the luggage is larger size luggage.

Committee Member Breslin asked if Mr. Barrett would be providing information on where the City Council stands on the airport issues in his briefing notes to the Commission. Mr. Barrett said that although he hasn't spoken to the City Council about the airport issues, he can provide a big picture view of the information he currently has, and he said that the City Manager is aware of the airport's priorities. Committee Member Miller said that it's issues like these that makes the need for the Commission to set goals sooner than later. Committee Chairman Schmitz asked if the Committee should make a motion to recommend that the Commission discuss having the off-site Commission meeting. Committee Member Miller recommended that Committee Chairman Schmitz notify the Commission that it is the consensus of the Committee that the off-site Commission meeting is needed. Committee Member Breslin said that the Commission has discussed the need for the off-site Commission meeting and that she didn't feel that it was necessary for the Committee to bring it up. Mr. Barrett said that the City Manager had advised the Commission that they could have the off-site Commission meeting prior to the Executive Director being hired, if the Commission felt that there were urgent needs that needed to be met.

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Committee Member Miller said that he was in support of bringing up the off-site Commission meeting to the Commission, Committee Chairman Schmitz said that he agreed with Committee Member Miller, and Committee Member Breslin said that after hearing Mr. Barrett's comments, she also agreed with Committee Member Miller.

Committee Member Miller inquired about the schedule for future Operations, Properties and Facilities Committee meetings. Committee Chairman Schmitz said that he would like to have Committee meetings every other month. Committee Members Miller and Payne said that they supported having the Committee meetings every other month, and Committee Member Payne said that he would like to have in-person meetings when it becomes allowed again. Committee Member Miller asked Mr. Barrett if he had any information of when the City Council could be allowing in-person meetings. Mr. Barrett said that the City Council has been in alignment with the Cal/Osha standards and CDC guidance, and he said that he believed that the City Council could start phasing in public meetings over the next couple of months.

9. **COMMITTEE MEMBERS REPORTS AND REQUESTS:** None

10. **ADJOURNMENT:**

**ACTION:** Motion to adjourn. **Moved by Committee Member Payne and seconded by Committee Member Pye and unanimously approved.**

The Airport Operations, Properties and Facilities Committee Meeting adjourned at 12:27 P.M. to May 5, 2022, at 11:00 A.M.



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Christina Brown  
Executive Administrative Assistant

APPROVED BY OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE: 05/05/2022