



**AIRPORT COMMISSION
OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE**
Wednesday, April 5, 2023 – 1:00 P.M.

ACTION SUMMARY MINUTES

1. CALL TO ORDER:

Committee Chairman Feltman called the committee meeting to order at 1:00 P.M.

2. POSTING OF AGENDA: Agenda posted on March 30, 2023.

3. ROLL CALL:

Committee Members Present: Breslin, Feltman, Payne, and Pye

Committee Members Absent: Miller

Staff Present:

Harry Barrett, Jr., Airport Executive Director

Jeremy Keating, Assistant Airport Director

Victoria Carpenter, Airport Administration Manager

Ramon Sanchez, Interim Airport Operations Manager

Christina Brown, Airport Executive Administrative Assistant

4. ACCEPTANCE OF AGENDA:

The Committee accepted the agenda as presented.

5. PUBLIC COMMENTS:

None.

6. APPROVAL OF MINUTES:

ACTION: Approve the minutes of the Operations, Properties and Facilities Committee meeting held on December 14, 2022. **Moved by Chairman Feltman,**

seconded by Committee Member Pye and unanimously noting the absence of Committee Member Miller.

7. DISCUSSION AND ACTION ITEMS:

7.A Parking Capacity Update

Interim Airport Operations Manager Sanchez said that in January, parking capacity was at 82%, he said that there was only one day that the overflow parking lot wasn't open in January, and he said that the peak parking count for the overflow parking lot was 114 vehicles. Mr. Sanchez said that in February, parking capacity was at 85%, the overflow parking lot was open the full month of February, and he said that the peak parking count for the overflow parking lot was 145 vehicles. Mr. Sanchez said that in March, parking capacity was at 90%, the overflow lot was open the full month of March, and he said that the peak parking count for the overflow parking lot was 84 vehicles. He said that staff was anticipating higher parking counts in April for the festival season.

Committee Chairman Feltman asked staff to provide a strategic plan for high levels of parking capacity. Airport Executive Director Barrett said that in regard to the short-term plan, staff was in the process of working on a design for a new overflow parking lot and employee parking lot to free up some of the parking in Parking Lots A–D, and he said that future parking capacity would be addressed in the Master Plan process which would address the long-term plan. Committee Chairman Feltman requested data on the parking spaces for each of the parking lots, and he asked when the short-term design changes would be implemented. Mr. Barrett said that the agreement for the parking design had been awarded to CNS, and he said that the environmental impact report would require the majority of the time that would be needed for the design process. He said that in the meantime, staff was making several operational changes to the parking lot that is in front of the main terminal and landside changes.

Mr. Barrett said that it was likely that Parking Lot A would be converted into a commercial vehicle and TNC operations lot, and the displaced parking from the front of the main terminal would be made up for in the north and south end of the overflow parking lot. He said that the overflow parking lot would be the second phase of the project, and the employee parking lot would be the third phase of the project. Chairman Feltman inquired about the timeframe for the project. Mr. Barrett said that the earliest he believed construction could begin would be in Spring 2024. Committee

Member Payne requested that staff provide monthly updates. Mr. Barrett said that in regard to the capital improvement information, monthly updates are provided in the Airport Commission agenda packets, and in regard to the parking capacity metrics, staff could provide that information to the Committee.

Committee Member Payne inquired about the overflow parking lot shuttle. Mr. Barrett said that staff had amended the contract with ABM to require full time shuttle services, he said that staff would be making a budget request for funds for the Airport to acquire its own shuttle buses, and the continuous shuttle service would be funded from the landside budget. Committee Member Payne inquired about the current shuttle services. Mr. Sanchez said that the shuttle services are activated when Parking Lots A-D are at capacity and the overflow parking lot is open. If the overflow parking lot is closed and not allowing incoming vehicles into the parking lot, a customer can request shuttle service to the overflow parking at the ABM booth. He said that additional signage has also been added to provide parking instructions to customers that includes a phone number to contact ABM directly, and signage within the proximity of the shuttle bus stops to help customers identify where they had parked.

Committee Member Payne asked for clarification on overflow and long-term parking. Mr. Barrett explained that long-term parking is allowed in each of the parking lots, and he said that staff is considering turning the parking lot on the south end into an economy parking lot that would have a lower parking rate. Committee Member Payne inquired about the restriping of the parking lots. Mr. Barrett said that the parking lots would be restriped in the summer.

Committee Chairman Feltman suggested placing vertical signs to identify each of the parking rows, he voiced his concern with the construction beginning in the Spring of 2024, and he asked if staff has a backup plan for when the parking lots are at capacity. Mr. Barrett said that staff was actively working on a backup plan. Committee Member Payne asked if staff could refer to any of its consultants to get guidance on a backup plan. Mr. Barrett said that the Airport had contracted McFarland Johnson to complete a parking study for the Airport which would help with identifying ways to make the parking lots more efficient. Committee Chairman Feltman asked if Deputy Director of Aviation, Marketing and Air Service Meier was communicating the parking limitations to the public through social media. Mr. Barrett confirmed that Mr. Meier was communicating the parking limitations to the public.

7.B Baggage Handling System

Interim Operations Manager Sanchez reported that with the implementation of manual labor and adjustments to the baggage handling system, baggage handling has improved greatly from last year, and he reported that there hadn't been any issues with the inbound baggage claim system.

7.C Customer Experience Measurement Process

Committee Chairman Feltman requested that the Airport staff create a customer experience measurement process that would provide real time feedback to help the Airport identify customer challenges. Airport Executive Director Barrett explained that the Airport staff did not have the bandwidth at this time to take on this task, and he said that Deputy Director of Aviation, Marketing and Air Service Meier was working with several consultants to get basic generic information on customer satisfaction and customer trends which help drive the data. He said that the adoption of systems that would provide continuous customer feedback and the hiring of additional staff was included in Mr. Meier's marketing plan and the Airport's operation plan. Committee Member Payne suggested that the Airport should get on the ACI – ASQ program, and he inquired about the information that Mr. Meier was receiving from the consultants. Mr. Barrett said that the consultants were collecting passenger trends, and he said that he would ask Mr. Meier to provide more information.

Committee Chairman Feltman requested that Mr. Meier provide a briefing on what he is working on now and what he will be working on in the future at the next Committee meeting, he said that the customer feedback would be useful to collect during the new concession changes, and he said that it would be important to be prepared.

7.D Earthquake/Disaster Preparedness

Interim Operations Manager Sanchez reported that earthquake preparedness is included in the Airport's emergency plan, and he said that upon any size earthquake that is felt at the Airport, the Airport staff is trained to inspect the vital areas of the Airport which include runways, taxiways, and customer access points to confirm the health and safety of the Airport. He said that the Airport is stocked with earthquake/disaster preparedness items such as food, water, transportation, and equipment. Mr. Sanchez said that the Airport holds tabletop exercises for earthquake/disaster preparedness.

8. COMMITTEE MEMBERS REPORTS AND REQUESTS:

Commissioner Payne requested an agenda item to discuss metrics on spending.

Committee Chairman Feltman referred to the Airport's broadband capacity, and he said that it felt like there was a disconnect between the work that was being done for the concessions project and the customer side of broadband availability and there being a consistent and acceptable level of service. He said that he had been informed that the broadband service issues would be addressed in a city-wide project, and he asked if the concessionaires and other tenants of the Airport were being denied their requests for technology. Mr. Barrett said that he wasn't aware of any technology requests being denied. Committee Chairman Feltman asked for clarification on the matter. Mr. Barrett said that he could provide a more comprehensive and detailed response at a later date, and he said that an overall assessment of the Airport's facilities would need to be completed to evaluate the Airport's needs for improved broadband services. Airport Administration Manager Carpenter noted that the Airport had included funds for a Wi-Fi consultant and a Capital Improvements Project in the Airport budget for Fiscal Year 2024.

Committee Chairman Feltman requested that this matter be discussed at the April Airport Commission meeting. Commissioner Payne requested that the agenda topic be broadened to discuss airport technology. Committee Chairman Feltman requested that the two topics be addressed separately at the Airport Commission meeting.

9. ADJOURNMENT:

ACTION: Motion to adjourn. **Moved by Committee Chairman Feltman and seconded by Committee Member Payne and unanimously approved noting the absence of Committee Member Miller.**

The Airport Operations, Properties and Facilities Committee Meeting adjourned at 1:59 P.M.



Christina Brown
Executive Administrative Assistant

APPROVED BY OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE: 06/27/23