



**AIRPORT COMMISSION
OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE**
Thursday, May 5, 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 April 28, 2022.

3. ROLL CALL:

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

Committee Members Absent: Miller

Staff Present:

Harry Barrett, Jr., Airport Executive Director

Ramon Sanchez, Interim Airport Operations Manager

Christina Brown, Airport Executive Administrative Assistant

4. ACCEPTANCE OF AGENDA:

ACTION: Accept the agenda as presented. **Moved by Committee Member Pye and seconded by Committee Member Breslin and unanimously approved noting the absence of Committee Member Miller.**

5. PUBLIC COMMENTS: None

6. APPROVAL OF MINUTES:

ACTION: Approve the minutes of the Operations, Properties and Facilities Committee meeting held on March 3, 2022. **Moved by Committee Member Pye, seconded by Committee Member Breslin and unanimously approved noting the absence of Committee Member Miller.**

7. **PRESENTATION:** None

8. **DISCUSSION AND ACTION ITEMS:**

8.A Parking Capacity

Interim Airport Operations Manager Sanchez reported that the public parking lots have been at full capacity and there have been vehicles parked in the overflow parking lot everyday since March 27th. He said that the shuttle remains on the airport property, and the shuttle will remain on property until the parking levels off.

Airport Executive Director Barrett said that there has been an internal dialogue about what to do in terms of strategy for going forward for the next 12 months and for the upcoming years for parking capacity and other components of the airport. He said that staff is in the initial stages of that discussion, and there will need to be a broader discussion with the staff and the Airport Commission about these matters. Mr. Barrett said that staff is looking at all elements of the parking situation which includes capacity and pricing, and he said that he has been in discussions with the City Manager and the Assistant City Manager about the potential of the airport acquiring property to alleviate some of the parking congestion, and the possibility of moving some things around such as the employee parking lot.

Mr. Barrett said that staff is also focused on sustainability goals, he said that staff has initiated discussions for EV charging in the parking lots, and staff was looking into the implications that the EV chargers could have on the airport's infrastructure. He said that staff would be opening up a dialogue with the Committee and the Commission to make sure that staff can move forward with planning for the future.

Committee Member Payne asked if these items of discussion would be a part of the airport's master plan effort or were these more urgent items that would need to be addressed in a shorter timeframe. Mr. Barrett said that the items of discussion fall into both categories. Committee Member Payne asked Mr. Barrett if he had any sense of the mix of short-term and long-term parking and where the passengers were coming from. Mr. Sanchez said that he could provide that information at the next Committee meeting. Committee Member Payne said that he believed that the information would help staff determine what could make parking the most cost effect and sustainable, and it would also improve the customer experience. Mr. Barrett said that he had

reached out to several consultants about coming to the airport to begin the process of exploring where staff is driving the business and what needs to happen.

Committee Chairman Schmitz inquired about the airport master plan RFP. Mr. Barrett said that the City planners were reviewing the RFP to determine if anything needed to be added, he said that he had reached out the County of Riverside Airport Land Use Commission to coordinate initial discussions with their staff, and he said that he believed that airport staff would be discussing next steps with the Commission in the summer.

Committee Chairman Schmitz asked if the shuttle was running daily because of the use of the overflow parking lot. Mr. Sanchez said that the shuttle is available on a moments notice. Committee Member Payne asked how a passenger would know to request the shuttle. Mr. Sanchez said that there is signage for the shuttle. Committee Member Payne asked if there is signage posted for when the short-term parking lots are full. Mr. Sanchez confirmed that signage is posted when the short-term parking lots are full and that the signage instructs passengers to go to the overflow parking lot, and additional signage is posted to direct traffic to the overflow parking lot.

Committee Member Payne summarized the discussion, and he asked if the airport staff would be providing additional information in two or three months. Mr. Barrett confirmed that staff would be providing additional information in two or three months, and he said that staff was currently focused on the short-term issues with the goal of developing a long-term strategy.

8.B Baggage Claim Capacity

Airport Executive Director Barrett said that the facility is at capacity, and he said that there are two issues. The first issue is the capacity issue, he said that staff had performed an internal exercise to try to resolve how to fix the capacity issue, and he said that staff was working on some temporary solutions to get the airport through the next year or two which will give staff time to identify a capital project with the FAA that is fundable and sustainable. Mr. Barrett said that the second issue is the ground handling issue, and he said that staff has been working with the airlines on this issue. He said that there are a couple of airlines that have been struggling with ground handling because of contractual issues with their ground handlers. Mr. Barrett said that staff would be working on the temporary plans for the next 12 months which may

involve a temporary expansion of baggage claim that would be outside of the building to facilitate capacity while staff works on a long-term solution.

Committee Member Payne asked if staff had spoken to IT about the PA system and displaying baggage information on the Baggage Information Display system (BID). Mr. Barrett said that it would be challenging for the airport staff to make announcements on the PA system because the airport staff is not involved in the day-to-day operations with the airlines, and he said that staff was in the process of installing PA's on the sterile area side of baggage claim area which would allow airlines and ground handlers to make announcements.

Mr. Barrett said that the BID's system is a manual feed system, he said it would be very challenging to keep the system updated, he said that staff would need to find a way to get the two systems to communicate so that there is a visual cue for the passengers, and he said that staff hadn't been able to identify how to make that happen. Committee Member Payne asked if it is the airlines responsibility to manually update the BID feed. Mr. Sanchez said that it is typically the ground handlers that update the feed and that they usually do not walk inside to verify that the data they had inputted had translated onto the screen. Therefore, staff is putting a PA in the baggage claim area so that baggage information can be communicated to the passengers, and hopefully the BID information will be coinciding with the PA announcement.

Committee Member Payne noted that the font that is displayed on the BID is very small, and the information doesn't fill the screen. Mr. Sanchez explained that the font size decreases depending on the number of flights that are being added, and he said that he would check the system. Committee Member Payne asked if there are airline representatives available for passengers to inquire about missing baggage. Mr. Sanchez explained that United and American Airlines maintain a baggage service representative and the other airlines utilize their gate and/or ticket counter agents to fill-in as the baggage service representative.

8.C Consolidated Car Rental Facility (CONRAC)

Airport Executive Director Barrett said that the CONRAC project has been a challenge for the airport. He said that there had been a significant amount of work that had been done prior to COVID-19 and that staff was having to unwrap how some of the decisions had been made, the discussions that had taken place, and he said that he didn't believe that there was real clarity between the staff and the consultant.

Mr. Barrett said that the airport staff is having discussions with the car rental companies about their location within the baggage claim area and how long the airport can sustain that operation. He said that staff is seeing real signs that keeping the car rental customer service counters in the baggage claim is becoming unsustainable. Mr. Barrett explained that staff cannot pursue projects to build out the baggage claim area or work on the CONRAC with the car rental companies in the baggage claim area.

Mr. Barrett said that in regard to the design of the CONRAC, staff is looking at a master plan process to help identify where the CONRAC should be located because there are airfield and terminal constraints that will need to be addressed. Mr. Barrett noted that what was discussed in the past may not apply today because of the growth of the facility.

Committee Chairman Schmitz asked if the original consultant Gensler is still onboard, and Mr. Barrett confirmed that Gensler is still onboard. Committee Member Payne asked if staff had considered starting the process all over versus trying to unwrap what had happened in the past. Mr. Barrett said that staff has considered starting the process over. Committee Member Payne recommended that staff start the process over, and Committee Chairman Schmitz said that he believed that it be more efficient to start over. Mr. Barrett said that he believed that staff was at the point of deciding that it would be better to start over and that City Manager supports staff starting the process over.

Committee Member Payne suggested that it could be helpful for staff to know the number of preferred rental car customers there are that bypass the customer service counter and go directly to their assigned rental car location, and he said that if 50% or more of the rental car customers are preferred customers, staff should consider installing a digital display that provides the information for the assigned rental cars. Mr. Barrett said that staff has been in discussions with the car rental companies about the transaction time issues, and he said that he didn't believe that the car rental companies at PSP currently have an automated streamlined service

Committee Member Payne noted that while returning a rental car at dusk, he had almost been broadsided by a rental car customer driving on the wrong side of the road, and he asked if staff operationally perceived an issue with stripping and signage, and if so, is this issue high on staff's priority list. Mr. Barrett said that staff does see it as an issue, he said that part of the agreement with the rental car companies is that

they maintain the pavement that they are using, and staff has been trying to get the car rental companies to mobilize on these issues. He also said that staff was looking into what assistance staff could provide to the rental car companies.

Committee Member Breslin noted that the discussed agenda items were dependent upon each other, and she inquired about how staff would be prioritizing the issues. Mr. Barrett said that the issues have gone on for too many years without addressing some of the issues and the issues have compounded, and he said that it is very difficult to unwrap which issue should be dealt with first and how it will affect the other areas of the airport. Mr. Barrett said that staff was working on exercises to determine how to proceed which would also involve the strategy sessions with the Commission, and he said that based on the airports funding, capacity to handle projects, and some of the impacts that this would have on various organizations, it has become very challenging to identify which projects should go first, and how it will solve the airport's problems.

Committee Chairman Schmitz inquired about bringing on additional staff and consultants. Mr. Barrett said that staff had presented their staffing recommendations to the City Council which included an aviation planner and additional support on the maintenance and engineering side, and he said that the City Council seemed to be receptive to staff's recommendations. Mr. Barrett said that in regard to consultants, staff would need to determine what needs to be addressed, what short-term projects focus on, and which projects can be deferred to a master plan effort before staff can determine what consultants will be needed.

Committee Member Payne asked Mr. Barrett what his thoughts were on scheduling the strategy session. Mr. Barrett said that he thought that the strategy session needed to be scheduled as soon as possible. Committee Chairman Schmitz said that the strategy session needed to be discussed at the next Commission meeting and that he believes that the Commission needs to help drive the strategy session forward through the chairman.

9. COMMITTEE MEMBERS REPORTS AND REQUESTS:

Committee Member Breslin inquired about the new concession vending machines, she asked how the machines were working out, and if staff had received any customer feedback. Mr. Barrett said that staff had received good feedback from Paradies and that Paradies has been making money from the machines. He said that the airport

staff hadn't received much customer feedback and that staff had heard third hand that there have been some frustrations with the machines.

10. ADJOURNMENT:

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

The Airport Operations, Properties and Facilities Committee Meeting adjourned at 11:35 P.M. to July 7, 2022, at 11:00 A.M.



Christina Brown
Executive Administrative Assistant

APPROVED BY OPERATIONS, PROPERTIES AND FACILITES COMMITTEE: 07/07/2022