



palm springs
INTERNATIONAL AIRPORT

AIRPORT COMMISSION

MINUTES OF THE REGULAR MEETING OF THE AIRPORT COMMISSION OF THE PALM SPRINGS INTERNATIONAL AIRPORT

Wednesday, January 15, 2025 – 5:30 P.M.

1. CALL TO ORDER:

Chairman Corcoran called the Airport Commission meeting to order at 5:30 P.M. The meeting was held in-person and via videoconference.

Chairman Corcoran asked Commissioner Wiseman to lead the Pledge of Allegiance.

2. POSTING OF AGENDA: Posted on January 9, 2025.

3. ROLL CALL:

Commissioner's Present:

Dave Banks (Palm Springs)	Geoffrey Kiehl (La Quinta)
Robert Berriman (Indian Wells)	Tracy Martin (Palm Springs)
Todd Burke (Palm Springs)	Samantha McDermott (Palm Springs)
Daniel Caldwell (Palm Springs)	Margaret Park (Riverside County)
Kevin Corcoran (Palm Springs) - Chairman	Christian Samlaska (Cathedral City)
Bryan Ebensteiner (Palm Springs)	Rick Wise (Indio)
J Craig Fong (Palm Springs)	Kevin Wiseman (Palm Desert)
Ken Hedrick (Palm Springs)	Keith Young (Rancho Mirage)

Commissioners Absent: Denise Delgado (City of Coachella), Jan Pye (Desert Hot Springs), and David Feltman (Palm Springs)

Staff Present:

Harry Barrett, Jr., Executive Director of Aviation
Jeremy Keating, Assistant Airport Director
Daniel Meier, Deputy Director of Aviation, Marketing and Air Service
Victoria Carpenter, Airport Administration Manager
Jacob Colella, Maintenance Superintendent
Christina Brown, Executive Program Administrator
Harman Singh, Project Manager
Tanya Perez, Administrative Specialist
Jeremy Holm, City Attorney

Others Present:

Neil McLean, M. Arthur Gensler Jr. & Associates, Inc.

4. ACCEPTANCE OF AGENDA:

ACTION: Motion to accept the Agenda as presented. **Moved by Commissioner, McDermott, seconded by Commissioner Hedrick, and unanimously approved noting the absence of Commissioners Delgado, Pye, and Feltman.**

5. PUBLIC COMMENTS: None

6. APPROVAL OF MINUTES:

Commissioner Kiehl noted that his last name had been misspelled, and Commissioner Samlaska noted that the minutes needed to be corrected to reflect that he represents the City of Cathedral City.

ACTION: Motion to approve the corrected minutes of the Airport Commission Meeting of November 20, 2024. **Moved by Commissioner Young, seconded by Commissioner Hedrick, and approved by the following roll call vote: 17 Yes; 1 Abstain; and noting the absence of Commissioner Delgado, Pye, and Feltman.**

7. INTRODUCTIONS:

7.A Lourdes Camarillo - Administrative Assistant

7.B Isabel Sicaire - Administrative Assistant

Executive Program Administrator Brown introduced Administrative Assistants Lourdes Camarillo and Isabel Sicaire and provided a brief overview of their roles and responsibilities at the Airport.

Commissioner Pye joined the meeting at 5:35 p.m.

8. DISCUSSION AND ACTION ITEMS:

8.A Contract Services Agreement for Customer Experience Program

Deputy Director of Aviation, Marketing and Air Service Meier stated that he would be speaking on Items 8.A, Contract Services Agreement for Customer Experience Program, and Item 8.G, Marketing Update simultaneously.

Mr. Meier explained that this would be the Airport's first-ever Customer Experience (CX) Program developed. Mr. Meier went on to state that the development began approximately one year ago in collaboration with Commissioners Burke and Feltman and Julie Sinclair from Visit Greater Palm Springs (VGPS). During the initial planning

discussions, it became apparent that specialized expertise was needed to create a well-rounded program. As a result, the Airport hired a consultant to conduct research on award-winning CX programs at airports across the country. This research helped create the scope of work for a Request for Proposals (RFP), which was later issued by the City of Palm Springs Procurement and Contracting Department.

Mr. Meier advised that the Airport is committed to enhancing passenger services and aims to become one of the most accessible and customer-friendly airports in the country. Mr. Meier explained that this initiative is intended to deliver seamless, inclusive, and memorable travel experiences, while also addressing the challenges of rising passenger volumes and numerous planned expansions. The CX program will be designed for full implementation within three years of its launch and will include the development of a dedicated CX team that will operate seven days a week once fully in place.

In addition, Mr. Meier reviewed the scope of work outlined in the RFP, advising that the selected consultant will be responsible for developing the CX program from initial planning through full implementation over a three-year period, with execution carried out by Airport staff. The consultant will determine the appropriate number of full-time employees (FTEs) needed to support the CX program, including the creation of job descriptions, organizational structure, and recommended hours of operation, with the goal of operating 365 days per year. The scope also includes the development of both initial and recurring training programs for various employee groups throughout the Airport, extending beyond Airport staff to include airline employees, rental car personnel, retail workers, and restaurant staff. Mr. Meier further explained that the consultant will develop key performance indicators to measure the success of each initiative, as well as the overall effectiveness of the CX program. Furthermore, a CX recognition program will also be created, featuring on-the-spot awards to immediately acknowledge exceptional service. Additionally, the consultant will be tasked with establishing a formal accessibility program, along with other passenger assistance initiatives, supported by tools to measure their success and ensure a consistently positive passenger experience.

Mr. Meier continued by explaining that the consultant would be looking at other CX programs such as animal therapy, assisting passengers with disabilities, and introduce a problem reporting program, allowing employees to report issues in real-time so they can be addressed promptly. Mr. Meier noted that the consultant will implement auditing programs, including street pricing audits. As part of this, Mr. Meier referenced the Airport's current concession contract, which allows for street pricing plus 20%; however, Ms. Carpenter clarified that the correct figure is street pricing plus 50%. Mr. Meier stated that CX staff will be responsible for comparing Airport pricing with street pricing for similar items to ensure compliance with contractual terms.

In addition to pricing audits, CX staff will evaluate the cleanliness and overall appearance of Airport facilities, and will assess CX through secret shopper visits, with results shared with appropriate department managers. Mr. Meier went on to say that enhancements to passenger feedback channels will be explored to increase accessibility and responsiveness to customer input. The consultant will assist in developing policies and procedures for special events, including live music series and community engagement activities. Furthermore, the CX team will create strategies to maintain a positive passenger experience during construction projects and will implement wayfinding, queue management and passenger flow tracking measures to help optimize services during peak travel periods. Mr. Meier acknowledged concerns regarding long lines at the rental car facilities, particularly during peak travel seasons. In response to a previous request from Commissioner Feltman to explore ways to reduce wait times before passengers arrive, Mr. Meier stated that the CX staff will evaluate potential solutions to help alleviate congestion in these areas. Mr. Meier reminded the Airport Commission that the Airport currently has a mobile assistance team in place and has expanded the volunteer program. These volunteers are stationed in the baggage claim area during peak hours and are tasked with assisting passengers, including suggesting that one member of a group remain in line while others wait in a more comfortable area. This initiative is already underway and is one of several measures being explored to improve the overall passengers experience.

Moving on to the consultant selection portion of the presentation, Mr. Meier stated that approximately 25 companies reviewed the RFP and scope of work. While a few local companies accessed the documents, none submitted proposals. Ultimately, three firms submitted proposals, and PSM Squared, Inc. (PSM), based in Tempe, Arizona, was selected as the highest-scoring proposer through the City's formal RFP process.

Mr. Meier highlighted that PSM has members from their team based in Southern California who have prior experience developing CX programs at major airports that would be familiar with the Palm Springs area. Some of the major airports include LAX, Orange County, and Phoenix. Mr. Meier also noted that Phoenix has received the Airport Council International's Customer Service Award multiple times over the past five to seven years and has trademarked the term "America's Friendliest Airport." Mr. Meier expressed his aspiration for Palm Springs International Airport to one day earn that same distinction. Mr. Meier further advised that the contract with PSM is valued at \$275,000 and covers the full development of the CX program plan and a copy of the draft contract was included in the agenda packet for review.

Commissioner Fong inquired whether the \$275,000 contract amount covered the full term of the contract or just the first year. Mr. Meier clarified that the amount was for

the full term of the contract. Commissioner Fong then asked how the payments would be structured. In response, Mr. Meier explained that the Airport has agreed to a progress-based payment structure, with payments made as specific deliverables are completed. He noted that payments would be issued at designated percentage milestones, such as 25% or 50% completion.

Commissioner Ebensteiner requested clarification regarding the timeline of the consultant's work, specifically asking if most of PSM's work would take place within the first six months, with the remainder of the term dedicated to follow-up. Mr. Meier apologized for any confusion and clarified that the program is structured as a three-year initiative. The consultant is committed to developing the full CX program plan over that period, working closely with Airport staff, Airport Commission, and the community to shape the CX program according to the Airport's specific needs and goals. Once the plan is finalized, it will serve as a step-by-step guide from initial implementation through to full execution. The plan will include detailed job descriptions and recommendations for staffing. Mr. Meier noted that the Airport will then begin the hiring process, with the first position would likely be a CX Manager to lead implementation efforts. Mr. Meier also shared that Executive Director of Aviation Barrett is working on incorporating that position into the next fiscal year's staffing plan.

Commissioner Kiehl expressed concern based on past experiences, noting that he has seen situations where a vendor is paid in full at the beginning of a project, leading to lingering issues and a lack of remaining funds to resolve them. He cautioned that this could become a problem if not managed carefully. In response, Mr. Meier explained that the contract term is intentionally extended to account for the possibility of delays in project completion. Mr. Meier further clarified that the payment structure was established in consultation with the Airport staff, City of Palm Springs Procurement and Contracting Department, and PSM. As a result, the contract includes progress-based payments, with disbursements made in 25% and 50% increments upon completion of specific milestones. Commissioner Kiehl acknowledged the response, stating "Good." Mr. Meier concluded by emphasizing that he would not support full payment until the final product is complete and all deliverables are in place.

Commissioner Ebensteiner noted his curiosity regarding PSM's prior experience, specifically mentioning their work at LAX, Phoenix, and Orange County, airports he described as major interaction hubs with higher levels of customer expectations. He acknowledged that while Orange County is larger than Palm Springs International Airport, it functions similarly as a destination-oriented airport. Commissioner Ebensteiner asked what types of initiatives were implemented at those airports and expressed interest in understanding what comparable changes might be expected at

the Palm Springs International Airport. Commissioner Ebensteiner suggested that Orange County may serve as the most relevant model when considering the potential outcomes for the Airport's CX Program. Mr. Meier explained that while the programs developed at LAX, Phoenix, and Orange County served as strong references, the intention is not to replicate those models exactly. Instead, the goal is to create a CX program that is unique to Palm Springs International Airport and aligns with the Palm Springs International Airports brand and hospitality standards. Mr. Meier stated that some elements from those airports, such as customer service recognition programs, may be adapted, but the final program will reflect the specific needs and identity of Palm Springs International Airport.

Mr. Meier further noted that many airports of similar or smaller size than Palm Springs International Airport have implemented award-winning programs and emphasized that accessibility initiatives will be an important focus. Mr. Meier added that PSM has not yet held a formal kickoff meeting, as the next step will involve engaging stakeholders, which will include Airport staff, the Airport Commission, and Visit Greater Palm Springs to help determine which features and initiatives should be incorporated to best serve the community and traveling public. Commissioner Ebensteiner expressed concern about proceeding with the item without having more detailed information and questioned whether the Airport Commission should have a clearer understanding before taking a vote. In response, Mr. Meier noted that additional information was available and referenced in the staff report. Airport Administration Manager Carpenter asked if Commissioner Ebensteiner's concern related to comparisons with other airports, to which Commissioner Ebensteiner clarified that his concern was specifically about understanding the expectations for Palm Springs International Airport given the \$275,000 cost of the CX program. Mr. Meier explained that the expectations were outlined in the scope of work, including the development of accessibility programs and other key initiatives. Commissioner Ebensteiner commented that while Palm Springs International Airport already provides a great passenger experience, he was looking for more specific examples of how the program would build on that success.

Chairman Corcoran then asked Mr. Meier which deliverables and program elements he was most enthusiastic about. Mr. Meier responded that he was particularly excited about the accessibility enhancements, which would include programs designed to assist elderly passengers and those with hearing, vision, or developmental impairments. He also emphasized the development of a customer recognition program, including on-the-spot awards to acknowledge outstanding service, and the implementation of a formal training program, which the Airport currently lacks. Additionally, Mr. Meier advised that having a dedicated staff presence in the terminal would allow for real-time feedback and immediate attention to issues such as

maintenance needs or passenger assistance. Mr. Meier stated that the combination of these deliverables would create a proactive, service-oriented culture at the Airport and significantly elevate the passenger experience.

Chairman Corcoran asked what the forecasted head count for staff for the CX program. Mr. Meier stated that the exact staffing requirements for the CX program are not yet known, as that will be determined through the planning and development process. However, if he had to guess he would say a CX Manager, one CX Supervisor, two CX Coordinators, and approximately four to six CX Specialists. Mr. Meiers emphasized that the final headcount will depend on the specific components of the program selected for implementation, the operating hours, and passenger volume needs. PSM will analyze these factors and provide formal recommendations as part of the final CX program plan.

Vice Chairman Burke provided additional feedback to support the development of the program. Vice Chairman Burke shared the early conversations between Airport staff and Visit Greater Palm Springs which had revealed a lack of in-house expertise to define a comprehensive CX program. As a result, the team determined it was necessary to hire a consultant to guide the process. The collaboration led to the development of a thoughtful and strategic scope of work that aligned with industry best practices and was used to initiate the RFP process.

Vice Chairman Burke asked whether there was a specific reason why PSM stood out during the selection process. Mr. Meier responded that PSM's prior work developing CX programs at major airports such as LAX, Orange County, and Phoenix was particularly compelling and demonstrated their depth of experience in the field. Mr. Meier elaborated on the success and impact of the programs implemented at those locations, noting that Phoenix has earned national recognition for its CX excellence initiatives. Vice Chairman Burke expressed his enthusiasm, stating that if PSM was able to successfully implement a robust CX program at a large connection airport, he was confident they would be able to effectively deliver a strong CX program tailored to the needs of Palm Springs International Airport.

Commissioner Young recommended that sustainability remain a component of the Airport's strategic priorities while acknowledging the challenge of integrating sustainability into the customer experience program operationally, he emphasized its importance as a core value and expressed his hope for it being incorporated. Mr. Meier confirmed that sustainability would be integrated into the program.

Commissioner Wiseman emphasized that the training component is especially critical, noting that it can make substantial differences in how staff interact with passengers.

Commission Wiseman continued by stating when customer service training is done well, it becomes second nature to employees, ultimately elevating the quality of service across the Airport. Chairman Corcoran commented when training is combined with coaching for management and employee recognition programs, it reinforces a consistent message and cultivates a strong culture of excellence throughout the organization it can be helpful.

Commissioner Pye posed a question to the City Attorney Holm, stating she did not understand the section of the contract that was related to Russia. Mr. Holm asked if she was referring to the Ukrainian sanctions section, and Mr. Meier read a portion of the section aloud, which confirmed that this was the section that Mr. Holm noted. Mr. Holm then clarified that while he had not seen a company operating in California appear on a sanctions list to date, the language was a legal requirement and was included to ensure compliance.

Commissioner Fong provided further feedback, whether the allocated funding was being used in alignment with the Airport's most immediate needs. Commissioner Fong recommended that staff evaluate whether the funds were properly earmarked or if these funds could potentially be directed to other areas of greater need.

ACTION: Motion to recommend to the City Council the approval of a Contract Services Agreement for a Customer Experience Program. **Moved by Commissioner Hedrick, seconded by Vice Chairman Burke, and approved by the following roll call vote: 16 Yes; 1 No; and noting the absence of Commissioners Delgado and Feltman.**

8.B Leasing Policy

Item 8.B was heard after Item 8.G.

Airport Administration Manager Carpenter presented a proposed formal Leasing Policy along with three new lease agreement templates for consideration and potential adoption. Ms. Carpenter stated that the primary objective of the proposed policy is to establish a consistent and transparent framework for leasing Airport property, including terminal space, concession areas, and land leases. Ms. Carpenter emphasized that the adoption of this policy would help standardize how the Airport engages with prospective business tenants and ensure that all applicants demonstrate financial stability and long-term sustainability.

Ms. Carpenter explained that the policy applies to both aeronautical and non-aeronautical uses, aligning with the Airport's mission to facilitate aviation-related services while also supporting broader commercial activity. Ms. Carpenter added that the lease templates are intended to be publicly accessible, streamlining the leasing process for prospective tenants and reducing administrative workload for Airport staff.

Each template includes standard contract provisions covering insurance requirements, indemnification clauses, and operational responsibilities. Ms. Carpenter noted that staff developed the policy in collaboration with the Airport's financial consultant Frasca and through a review of similar policies from other airports, including Long Beach. Further noting that all space within the Airport could potentially be rented to a business to support the Airlines and passengers in some type of way.

Commissioner Wise asked whether the Airport currently has a formal leasing policy in place. Ms. Carpenter confirmed that no such policy exists at this time. Commissioner Wise then asked if staff must start from scratch each time a new lease is required. Ms. Carpenter explained that while they do not start completely from scratch, staff typically reuses templates that were previously issued to other tenants. Ms. Carpenter noted that the Airport has worked with City Attorney Holm to refine these templates over time to reduce staff workload and move toward a more standardized approach. Assistant Airport Director Keating added that, overall, the Airport does not currently have a formal system in place for these.

Commissioner Wiseman asked which provisions within the lease agreements are considered most important. Mr. Holm responded that from a legal standpoint, the inclusion of consistent risk management language, insurance requirements, and indemnity clauses across all lease documents is crucial. Mr. Holm also noted that depending on the type of business involved, the City's Risk Manager may need to be consulted to determine whether alternative insurance provisions are necessary. However, Mr. Holm emphasized that the most critical benefit of the proposed policy and templates is establishing a consistent starting point. Having a base agreement significantly streamlines the process and improves efficiency.

Commissioner Kiehl asked if it would be fair to say that the most significant impact of adopting this policy would be saving time for both Airport staff and the City Attorney's Office, particularly given the number of smaller companies that seek to do business with the Airport. Mr. Holm confirmed this.

Commissioner Martin expressed his full support for the proposed leasing policy and stated that he believed it was well-aligned with the Airport's needs. He noted that he had previously submitted feedback on the policy and requested an update regarding whether any of his suggestions had been incorporated. Ms. Carpenter thanked Commissioner Martin for his input and acknowledged that she also received feedback from Commissioner Caldwell. She explained that staff had considered several elements of the feedback submitted, including the suggestion to incorporate "good neighbor" language. Ms. Carpenter noted that while the Airport already has a separate noise policy in place, the language was reviewed and revised accordingly. She stated that Mr. Holm could provide additional information regarding how the feedback was applied, but overall, a significant portion of the submitted suggestions had been incorporated into the final draft.

Commissioner Martin sought clarification on the use of the CPI-U (Consumer Price Index for All Urban Consumers) inflation adjustment mechanism within the lease agreements. Ms. Carpenter explained that CPI-U is a widely used standard in the aviation industry and is employed to ensure fair and consistent rental rate adjustments over time. Commissioner Martin then raised concerns about environmental liability, particularly in scenarios where a tenant may be responsible for the release of hazardous materials. In response, Mr. Holm confirmed that the lease templates include strong hazardous materials indemnity and insurance provisions designed to protect the City in the event of an environmental incident caused by a tenant. Mr. Holm also noted that in cases where a tenant was to declare bankruptcy, the Airport's ability to recover damages would be subject to bankruptcy proceedings, where the City would have to file a claim and wait in line along with other creditors. Mr. Holm acknowledged that while certain high-risk or unique situations may warrant additional legal or risk management review, the proposed lease agreements provide a solid foundation for protecting the City's interests.

Commissioner Martin followed up by asking whether Mr. Holm was comfortable with the level of risk mitigation outlined in the current documents. Mr. Holm responded that he is comfortable with the risk management strategies included in the lease templates.

Commissioner Caldwell acknowledged the importance of the proposed leasing policy and expressed his appreciation for the work that had gone into its development. Commissioner Caldwell stated that many of his questions had been addressed by Mr. Holm during the discussion and that he was satisfied with how the policy and lease templates had been assembled. Ms. Carpenter thanked Commissioner Caldwell for his feedback.

During the action portion of the item, Ms. Carpenter requested clarification on the motion, confirming that it was to recommend to the City Council the adoption of the Airport Leasing Policy, along with the Ground Leasing Policy, and the Terminal Lease Templates for use at the Airport. Chairman Corcoran stated, "yes".

ACTION: Motion to recommend to the City Council the adoption of the Leasing Policy.

UPDATED ACTION: Motion to recommend to the City Council the adoption of the Airport Leasing Policy, Ground Leasing Policy, and Terminal Lease Templates. **Moved by Commissioner Martin, seconded by Commissioner Caldwell, and unanimously approved noting the absence of Commissioners Delgado and Feltman.**

8.C Main Terminal Flooring Project Update

Assistant Airport Director Keating introduced Neil McLean with M. Arthur Gensler Jr. & Associates, Inc. (Gensler), the consulting firm leading the terminal flooring

replacement project, to present the planned improvements to the main terminal building.

Mr. McLean began by outlining the project scope, which includes the replacement of terrazzo flooring in the main terminal building, security screening checkpoint (SSCP), ticketing areas, and the hallway leading to the baggage claim. Mr. McLean clarified that the breach gate and baggage claim areas are part of separate projects.

In addition, Mr. McLean stated that the project will include the removal and replacement of all carpet in the main terminal, as well as all existing terrazzo flooring within the designated areas. Mr. McLean explained that their design approach included extensive research into the building's historical finishes. Gensler's team reviewed archived drawings and samples from the original construction in 1966 to guide the restoration. Gensler's goal is to honor the mid-century architecture with historically appropriate terrazzo colors and layout. Furthermore, the full replacement is intended to ensure a cohesive and updated look throughout the terminal, while also improving durability and maintaining the architectural integrity of the facility.

Mr. McLean provided the design which includes two terrazzo flooring colors: a lighter tone for primary circulation areas and a darker tone for functional spaces such as behind ticket counters and the SSCP lanes. Mr. McLean displayed floorplan images to illustrate the color placements and terrazzo grid layout. While the grid is slightly larger than the original, it remains consistent with the building's design intent.

In addition, Mr. McLean explained that the project must be executed in phases due to the active nature of the airport environment. Mr. McLean noted that operations in both the ticketing area and the security screening checkpoint (SSCP) will remain functional throughout construction. Also, a detailed phasing plan has been developed to allow for the sequential replacement of flooring sections while minimizing disruption. For example, SSCP equipment will be relocated as each phase is completed, and the ticketing area will be addressed in five primary phases. Mr. McLean acknowledged that, at times, passengers may be required to temporarily exit to the curb and reenter the terminal to access certain areas; however, these disruptions will be carefully managed to ensure minimal impact on the passenger experience.

Commissioner Wiseman asked Mr. McLean to provide information about the existing terrazzo flooring in the terminal. Mr. McLean explained that the central flooring area had been replaced in the early 1990s and is not the original historic terrazzo. Further noting that Gensler's design approach includes removing that flooring and replacing it

with terrazzo that reflects the original material and style, with the intent to brighten and modernize the space.

Mr. McLean further stated that some original terrazzo remains under the ticketing area and along the corridor in the baggage claim, much of it is in poor condition. Mr. McLean explained that the existing terrazzo has deteriorated over time and is likely not worth restoring. Instead, the intent is to fully replace the flooring across the project area to ensure consistency, create a brand-new look, and maintain a fresh and cohesive design throughout the terminal.

Commissioner Hedrick raised concerns regarding the timing and long-term planning associated with the Main Terminal Flooring Project. Noting that during the Airport Commission's last meeting, votes were taken on how funds would be prioritized and allocated, and one of the decisions was to invest in improvements related to international flight processing. Chairman Corcoran clarified that the funds were allocated for Federal Inspection Services (FIS) improvements.

Continuing his comments, Commissioner Hedrick expressed concern that the Airport would not be moving forward with certain inspection area projects, raising questions about the broader funding priorities. Commissioner Hedrick further noted, based on his professional experience, that technology in airports, particularly in ticketing areas, is evolving rapidly. Commissioner Hedrick referenced the shift from traditional ticket counters to newer technology-based systems and cautioned that emerging technologies may significantly change operational needs at the Airport future.

Commissioner Hedrick asked how the project team planned to address future technology upgrades, particularly those that might require infrastructure such as conduit or fiber located beneath the terrazzo. He questioned whether staff would need to cut into the new terrazzo each time if an upgrade was required and expressed concern that visible patchwork repairs would diminish the overall aesthetic, as he had seen happen at other locations.

Furthermore, Commissioner Hedrick questioned investing in new flooring at this time, given the Airport's plans to invest billions of dollars into facility improvements over the coming years. Suggesting that it may be more prudent to wait until a more comprehensive redevelopment plan is implemented before undertaking a flooring replacement project.

In response, Mr. Keating provided an overview of the context discussed at the prior Airport Commission meeting, specifically addressing the funding decisions that had

been made. Mr. Keating clarified that the determination of whether a particular project would move forward was still under evaluation and, in some cases, the Airport may consider using its own funds to help offset project costs. Mr. Keating emphasized that these decisions are made based on operational priorities, available funding, and long-term planning considerations. Mr. Keating stated that space would be made to accommodate the kiosks as part of the project. Mr. McLean further explained that the project does not involve any major reconfiguration of the existing ticket counters or kiosk locations. Mr. McLean noted that power and data infrastructure currently runs beneath the flooring and will be maintained in place throughout the project. While kiosks and counters will need to be temporarily moved to allow for flooring replacement, there are no plans to relocate the existing power and data lines. Mr. McLean added that Gensler is designing the project to rely on the existing utility infrastructure. Mr. McLean also noted that he believed Commissioner Hedrick's question was related to future technological upgrades. Clarifying that the scope of work provided to Gensler was specifically focused on replacing the existing flooring and maintaining the current operational layout. The project is not intended to anticipate or accommodate future reconfigurations but rather to address the immediate need to update and improve the flooring while preserving existing functionality.

Commissioner McDermott asked whether staff was considering the sequencing of projects considering the Airport's long-term development plans. Commissioner McDermott emphasized that with significant improvements on the horizon, including potential major Information Technology (IT) upgrades and other implementations, it was important to consider how current projects like the flooring replacement would align with or impact future initiatives. Commissioner McDermott inquired whether such considerations were being factored into the planning process. Mr. Keating responded by stating, to staff's knowledge, there are currently no planned changes to the ticketing area that would impact the flooring project. Mr. Keating confirmed that the security checkpoint is expected to remain in its current configuration for the foreseeable future. Regarding the breach gate, Mr. Keating explained that the planned replacement of the revolving doors will be coordinated with the terrazzo installation to ensure a seamless integration. In addition, Mr. Keating also noted that there is no intention to dig into the baggage claim area at this time, as that portion of the terminal will be addressed separately under the forthcoming baggage claim project.

Mr. McLean reminded the Airport Commission of the Airport Master Plan that is underway. Mr. McLean acknowledged that the terrazzo flooring project is being designed to meet the Airport's current operational needs; however, future improvements are being considered through the Airport Master Plan process. It was noted that as part of the Airport Master Plan, elements such as ticketing, the outbound

baggage system, and the SSCP are expected to shift slightly in the future. Mr. McLean also advised, while the current flooring project does not include these anticipated changes, the project has been planned with awareness of future renovations and expansions. The design has accounted for these eventual shifts to minimize future disruption. Mr. McLean indicated that the check-in and ticketing areas are expected to shift slightly to the right in alignment with the Airport Master Plan drawings, and that the SSCP will remain within the same general area but will also be reconfigured as part of future projects. Mr. McLean further noted that future phases associated with the Airport Master Plan will incorporate infrastructure upgrades and accommodate evolving technology needs to ensure long-term functionality and adaptability. Closing that the current project is designed to address immediate customer service needs and will not interfere with long-term plans.

Mr. Keating added that the motivation for this project originated from the observation that a significant portion of the terminal is currently covered in carpet, much of which overlays existing terrazzo flooring. Mr. Keating noted the question as to why the original terrazzo was being concealed and raised the broader issue of ongoing carpet maintenance and replacement. Mr. Keating stated, following internal discussions among staff, it was determined that restoring and expanding the use of terrazzo throughout the terminal would not only enhance the facility's appearance but also improve durability and customer service.

Commissioner Hedrick commented that it seems that the Airport intends on replacing the floor and inquired what is the lifespan of terrazzo flooring, asking whether it would last 10 or 15 years before needing replacement. Mr. McLean explained that terrazzo generally has a lifespan of about 20 to 30 years. Mr. McLean noted that some of the existing terrazzo installed in the terminal in 1993 has held up well over time. Additionally, terrazzo can last twice as long as carpet, which requires more frequent replacement and significantly more maintenance. Mr. McLean also highlighted that terrazzo is easier to clean, provides a cleaner environment, and is easier to maintain overall.

Commissioner Hedrick commented that one advantage of carpet is the ease with which wires and technology can be run beneath it, stating that carpet allows for greater flexibility in making infrastructure changes. Commissioner Hedrick also noted that power is not yet wireless, and emphasized that with carpet, it is significantly easier to adapt to evolving technological needs without the disruption or permanence associated with hard flooring like terrazzo.

Mr. Keating responded by stating that staff could consider discussing the possibility of incorporating future-proofing measures, such as additional conduit runs, into the project. Since some conduit work is already planned as part of the flooring replacement, Mr. Keating suggested that this could be an opportunity to evaluate where additional infrastructure might be added to support future technological needs and minimize disruption later.

Commissioner Caldwell raised a question regarding whether the terrazzo that was planned for removal might contain asbestos. Mr. McLean In response, stated Gensler doesn't believe there would be any asbestos issues. Further explaining that terrazzo technology has evolved over time, older terrazzo was cementitious and typically several inches thick, often laid on a three-to-four-inch sand setting bed. In contrast, the new terrazzo to be installed is epoxy-based and only about three-eighths of an inch thick. Mr. McLean added that Gensler does not anticipate encountering hazardous materials during the replacement process. Commissioner Caldwell added that if any concerns arise could the new terrazzo be placed over it. Mr. McLean stated yes and added that the current plan is polished down for the existing surface, remove carpet and adhesive, and apply the new epoxy terrazzo over the prepared substrate without removing the existing terrazzo.

Executive Director of Aviation Barrett contributed to the discussion on future-proofing by noting that the Airport recently completed the ticketing wing renovation and baggage handling system project, during which significant future-proofing measures were already implemented. Further explaining that as part of those projects, the Airport installed additional conduit, fiber runs, and electrical infrastructure designed to accommodate future needs 20 to 30 years into the future. Mr. Barrett emphasized that these systems are already in place and can be accessed or expanded as needed, ensuring that the Airport is well-positioned to adapt to future technological advancements.

Commissioner Martin asked for a reminder of the total budget allocated for all phases of the terrazzo flooring project. Mr. Keating responded that while staff is still finalizing the overall project budget, the current estimated cost for the terrazzo flooring replacement is approximately \$3 million dollars. Commissioner Martin followed up by questioning whether this was the best use of funds, considering other Airport priorities. Commissioner Martin asked staff if they believed this investment would meaningfully enhance the customer experience to justify the expense.

Chairman Corcoran responded by referencing previous updates provided by Airport staff regarding runway conditions, acknowledging that some of the reports shared with

the Airport Commission had been concerning. Chairman Corcoran emphasized the importance of understanding where funding is coming from and how it is being prioritized, particularly in relation to critical infrastructure needs like runway repairs.

Chairman Corcoran also shared that he has received positive feedback about the terrazzo flooring project and believes that, from both a design and preservation standpoint, this is a meaningful and worthwhile investment for the Airport. Chairman Corcoran stated that restoring the original terrazzo flooring represents a significant win for the Airport at a \$3 million cost. Chairman Corcoran reiterated that bringing the terminal back to its historic design not only enhances the passenger experience but also sends a message to the community that the Airport values the integrity and spirit of the building. Chairman Corcoran concluded by noting that while the results may take time to fully materialize, the early feedback has been very positive and this project represents a “win” the Airport can be proud of. Chairman Corcoran asked for clarification on the timeline confirming if it was this year. Mr. Keating stated that the Airport is aiming to begin the terrazzo flooring project in the upcoming summer. Chairman Corcoran responded that moving forward with the project would be a positive step for the Airport. Adding that pursuing this initiative does not negate or diminish the importance of other projects.

Commissioner Wiseman recalled a previous discussion in which it was noted that, from an operational standpoint, the terrazzo flooring project would have a higher upfront cost but would result in lower long-term maintenance expenses over the course of 20 to 30 years. Commissioner Wiseman also commented that the customer service feedback received in relation to the flooring and overall improvements has been phenomenal, reinforcing the value of the project in enhancing the passenger experience.

Commissioner Samlaska commented on the health benefits of replacing carpet with terrazzo flooring, noting that carpet can trap dust, allergens, and other particles, which can negatively impact air quality. From both an allergy and cleaning perspective, Commissioner Samlaska stated that the switch to terrazzo is a win.

Commissioner Samlaska also inquired whether construction would occur during peak passenger hours or if the work would be completed after hours to minimize disruptions. In response, Mr. McLean agreed with Commissioner Samlaska’s health-related observation, noting that terrazzo flooring offers significant advantages over carpet in terms of cleanliness and hygiene. Mr. McLean explained that terrazzo is easier to clean and maintain, contributing to a healthier airport environment.

Regarding the construction schedule, Mr. McLean stated that while some work may need to occur during operating hours due to the complexity of phasing and access requirements, the project team is actively working to minimize disruption. Mr. McLean explained that certain phases may be completed after hours or during off-peak times to limit the impact on passengers and airport operations.

Chairman Corcoran asked Mr. Keating what action staff was seeking from the Airport Commission regarding the Main Terminal Flooring Project. Mr. Keating responded that no formal action was currently in motion, as the Airport intends to bring the item before the City Council soon. However, Mr. Keating noted that the Airport Commission is welcome to make a motion at this time if they choose to do so.

Ms. Carpenter added that the Staff Report is scheduled to be submitted to the City Council for consideration on January 23, 2025. Ms. Carpenter clarified that while the current estimated cost of the project is \$3 million dollars, the actual cost will depend on the bids received. For full transparency, Ms. Carpenter emphasized that the total bid amount is not yet known, and there is a possibility it could come in higher than projected. Ms. Carpenter explained that the City Council's approval will allow the Airport to put the project out to bid, and that staff wanted to ensure there were no surprises regarding potential cost increases. Mr. Keating also added that staff is reaching out to vendors to get some competitive bids. Chairman Corcoran asked where the money is currently. Ms. Carpenter stated that the money is coming from Airport local pocket, stating it is essentially coming from the Airport savings.

Furthermore, Ms. Carpenter noted that staff had previously explored the possibility of funding the project through Measure J and/or Measure D funds. Ms. Carpenter also explained that, in accordance with the Airport's Use and Lease Agreement, any capital project exceeding \$1 million dollars must be presented to the signatory airlines for a majority-in-interest vote. This process requires the airlines to formally approve the project as eligible for funding through Airport revenues. Ms. Carpenter emphasized that this requirement was established as part of the airline agreement negotiated and adopted several years ago so there are some layers with this.

Commissioner Hedrick asked for clarification on the wording of a potential motion, suggesting that the Airport Commission could express support for the staff report and for moving forward with the project. Executive Program Administrator Brown clarified that the staff report had already been submitted by the Engineering Department, and therefore, no additional language could be added to it at this stage. However, she noted that if the Airport Commission wished to make a public statement of support, it could still be formally recorded, though it would not be included in the staff report.

submitted to City Council. Commissioner Hedrick then rephrased his proposal, stating that the Airport Commission supports the staff report. Chairman Corcoran confirmed and stated, "Let's take that as a motion".

During the public comment portion of the meeting, a gentleman from the public asked a question regarding whether it would be possible for the airlines to pay for a portion of the flooring replacement in the areas they occupy as part of their lease agreements. Chairman Corcoran clarified that the Airport Commission cannot respond to questions during the public comment period, as it is intended solely for public input and not for dialogue or discussion. The gentleman said, "ok" and "thank you".

ACTION: Motion to Support the Staff Report taken to City Council to Recommend the Approval of Plans, Specifications, Estimates, and Authorize Staff to Advertise and Solicit Bids for the Airport Floor Replacement Project, Airport Project PSP-03. **Moved by Commissioner McDermott, seconded by Commissioner Hedrick, and unanimously approved noting the absence of Commissioners Delgado and Feltman.**

8.D Escalator Replacement Update

Chairman Corcoran opened the discussion by acknowledging the positive feedback received regarding recent concessions upgrades at the Airport. He then turned attention to a persistent area of concern—the escalators located in the Sonny Bono Concourse. Chairman Corcoran noted that passengers have repeatedly expressed dissatisfaction due to the escalators' excessive noise, frequent breakdowns, and general lack of reliability. Chairman Corcoran shared that he had raised these concerns directly with Assistant Airport Director Keating and characterized the condition of the escalators as an "embarrassment," stating that they undermine the otherwise enhanced passenger experience. Chairman Corcoran asked staff what would be required to replace the escalators and address the issue. He further informed the Airport Commission that while the initial focus had been on the escalators, there are also two elevators in need of replacement, and he requested that the discussion be amended to include both the escalator and elevator replacement projects.

Mr. Keating introduced Maintenance Superintendent Jacob Colella and advised that addressing the escalator concerns had been a collaborative, tag-team effort involving Administration Manager Carpenter, Executive Director Barrett, and Mr. Colella. Mr. Keating acknowledged the issue had been raised the previous week, although the team was already aware of the problem and shared the public's frustration with the issues generated by the escalators. Mr. Keating emphasized that everyone at the Airport agreed the units needed to be replaced or significantly improved.

Mr. Keating explained that limited bandwidth due to the volume of ongoing projects had delayed action, but the priority had initially been to replace the elevators. Further nothing that the elevators were in poor condition that they could not be shut down or properly repaired due to the lack of available parts. Therefore, new elevator units had already been procured and were scheduled for replacement first to ensure continued working elevators before tackling the escalators. Mr. Keating informed the Airport Commission that Mr. Colella is currently working with the contractor who was awarded the bid for the elevator replacements. Mr. Keating confirmed that this portion of the project is already in motion and will move forward as the team works through the lead times required for parts procurement. Although a specific installation date has not yet been finalized, Mr. Keating stated that the Airport is hopeful the elevator replacements will take place sometime during the upcoming summer.

Mr. Keating emphasized that the elevators must be addressed before the escalators due to Americans with Disabilities Act (ADA) compliance requirements, as ensuring accessible elevators is a top priority. Chairman Corcoran sought clarification and stated, "So we're moving on it, we have an identified contractor who won the bid for the elevators, so we're ready to rock." Mr. Keating confirmed this, stating, "Yes," and added that it is simply a matter of scheduling the work and receiving the necessary parts, but the project is actively moving forward and has been formally contracted.

In addition, Mr. Keating advised that progress has also been made on the escalator replacement effort. Mr. Keating stated that staff has been actively working with the City of Palm Springs Contracting and Procurement Department to develop the scope of work for the project. Mr. Keating noted that the primary challenge at this point is determining how to fit the escalator replacement into the existing budget and align it with other ongoing project priorities. Adding that Mr. Colella is nearing completion of the scope of work development and is expected to have a finalized and solid scope of work for the escalator replacement within the next couple of weeks.

Following this update, Chairman Corcoran asked whether there is currently funding available in the existing budget to move forward with replacing the escalators this year. Mr. Keating responded by deferring to Ms. Carpenter for additional details and stated that while funding had been included in the budget for the escalator replacement, it was originally anticipated that grant funds, specifically applied for the escalators, would help offset the cost. Unfortunately, those grant funds were not awarded, which now presents a challenge in fully funding the project. Ms. Carpenter confirmed that Mr. Keating's summary accurately reflected the current situation. Mr. Keating further noted that Airport staff would need additional time to evaluate the existing budget and

determine what adjustments or project shifts would be necessary to accommodate the escalator replacement.

Chairman Corcoran informed the Airport Commission that a formal vote could not be taken at this time but emphasized the importance of placing the matter on the table for awareness and discussion. Chairman Corcoran stated that it was essential for everyone to understand the current situation, the priorities involved, and the implications associated with replacing the escalators. Chairman Corcoran also noted that he had not been fully aware of the condition of the elevators and was pleased to hear that the replacement process for those units was now moving forward.

Mr. Corcoran went on to express confidence that if funding challenges arise, there may be creative solutions available, adding from discussions at City Hall, there is strong interest in addressing the escalator issue sooner rather than later. Chairman Corcoran then asked Airport staff what the Airport Commission could do between now prior to the next meeting to support the process, and what staff planned to have ready for the Airport Commission to keep the project moving forward.

In response, Mr. Keating stated that staff would need additional time to conduct further research, particularly on the funding side. Mr. Keating explained that the team needs to review what projects are currently planned, assess the existing budget, and determine what has already been allocated and spent. Mr. Keating reiterated that staff would need to explore whether there are sufficient funds to proceed with the escalator replacement this year and identify what adjustments may be necessary to accommodate the project. Mr. Keating emphasized that additional time is needed to complete this assessment and provide the Airport Commission with a clear path forward. Mr. Keating asked if any Airport staff would like to add anything.

In which Ms. Carpenter deferred the conversation to Mr. Colella and added that it may be possible to use the contractor that the Airport has in place to assist with the concerns. Mr. Colella confirmed that the Airport does have options with the current contractor, named TK Elevator. However, Mr. Colella noted that it is unlikely a fully satisfactory solution can be achieved with the current system as it stands. Providing additional context, Mr. Colella explained that the escalators were originally installed in 1999 and underwent a partial refurbishment approximately six or seven years ago. That refurbishment resulted in a hybrid system, combining older infrastructure with newer components that were not fully compatible, contributing to the ongoing mechanical issues and noise problems currently being experienced. That refurbishment resulted in a hybrid configuration, combining incompatible components, specifically, stair treads that did not match the original guide tracks. This mismatch

has led to uneven wear and created the loud clunking and grinding noises passengers frequently report. The uneven movement has also caused safety concerns and mechanical inefficiencies. Mr. Colella added that pursuing another partial fix would not be cost-effective or reliable, and in discussions with the Airport's existing maintenance contractor, TK Elevator, it became clear that the better course of action is full replacement. According to Mr. Colella, the difference in cost and lead time between partial and full replacement is negligible, and further hybridization would only risk recurring issues.

Commissioner Wiseman asked whether the hybridization that occurred six or seven years ago was a common industry practice at the time. Further sharing observations from a colleague who frequently travels that has experienced similar issues with elevators being out of service at various locations. Commissioner Wiseman noted that during recent travel through Denver International Airport, it appeared that approximately 10% of the elevators there were also out of service and wanted to confirm if this issue was a common industry practice. Mr. Keating responded by explaining that a significant factor contributing to the escalator downtime is the presence of required safety sensors. Mr. Keating stated that approximately 90 to 95 percent of the time, the escalators go out of service because passengers inadvertently trigger these sensors with their luggage. Mr. Keating emphasized that these safety sensors are mandated by law and must remain installed on the equipment, so there is no option to remove or bypass them.

Mr. Keating further explained that when a safety sensor is triggered, the escalator must be reset by a certified technician. In many cases, a technician is required simply to turn a key and perform the reset. However, if the system detects a more complex issue, Airport staff must contact the maintenance company to conduct an on-site assessment. Mr. Keating noted that this process is often outside the control of Airport staff and contributes to the delays in restoring escalator service. Chairman Corcoran added to the discussion by pointing out that the escalators are sometimes out of service for extended periods, noting that they can be down for as long as two weeks at a time. Mr. Colella provided further context by recounting a recent incident from October 2024, in which one of the escalator handrail bags failed completely. Explaining that the failed component was approximately 30 years old, and it took nearly four weeks to procure the replacement part and complete the reinstallation. Mr. Colella noted that the delay had a significant impact on operations.

Commissioner Caldwell asked for some prospective views on the anticipated cost of the escalator replacement project. Commissioner Caldwell asked whether the project would be in the range of approximately \$500,000 or if it would be a \$3 million

undertaking. Mr. Colella noted his estimated cost for complete escalator replacement would be approximately \$1.2 million, \$450,000 per unit, while the elevator replacements were already budgeted and the bid came in at approximately \$580,000, which came in lower than expected. Chairman Corcoran stated that he believed Mr. Colella had already addressed his questions and concerns. Chairman Corcoran emphasized that the Airport staff should no longer spend time or resources attempting to patch or repair the existing escalators. Instead, Chairman Corcoran urged that all efforts be focused on how quickly new escalators can be procured and installed. Chairman Corcoran concluded by stating that the goal should be to present a completely new look and improved functionality.

Mr. Colella informed the Airport Commission that he has reached out to other contractors to gather information on lead times and has also discussed the timeline with the Airport's current contractor, TK Elevator. Mr. Colella reported that the estimated lead time for replacing the escalators is approximately 40 weeks, around nine months, which is the time required to procure all necessary parts before installation can begin.

Chairman Corcoran asked whether it would be possible to explore other resources or vendors to potentially reduce the lead time. Mr. Colella responded that this is a viable option and suggested that availability and lead time could be included as evaluation criteria in the RFP process. While selecting a vendor with a shorter lead time might result in a higher cost, Mr. Colella noted that it could be worth the additional investment to expedite the project.

Commissioner Kiehl recommended that staff consult with the City Attorney regarding the possibility of pursuing an emergency procurement provision for the escalator replacement. Commissioner Kiehl emphasized the urgency of the situation, noting that if the escalators were to fail completely, there would be no viable entry point to the concourse, which could have a devastating impact on passenger flow and pose operational and security risks. Stating that escalators are critical infrastructure that "can't be broke."

Chairman Corcoran agreed and stated that Commissioner Kiehl raised an important point. Chairman Corcoran suggested that, given the ongoing feedback from both the public and City Hall, the Airport should proactively explore any possible shortcuts or expedited processes before the next Airport Commission meeting. Chairman Corcoran encouraged staff to apply pressure where needed and seek assistance to help accelerate the project. Noting the importance of preparing for the next meeting

by asking the necessary questions and putting all available energy into finding ways to move the project forward as quickly as possible.

Commissioner Kiehl further recommended that the Contracting and Procurement Department include specific language in the RFP requiring vendors to provide after-hours work and shorter lead times. While this may increase the cost, he stated that the expedited timeline would be well worth the investment.

Ms. Carpenter then requested that the Airport Commission take a formal vote in support of the escalator replacement project, rather than waiting to modify the motion later. Ms. Carpenter explained that having a recorded vote of support from the Airport Commission would allow staff to present the project to City Council with confirmation that it is backed by the Airport Commission, which could help facilitate the approval process once the bid is ready.

Chairman Corcoran responded affirmatively, stating that if taking a vote would help expedite the process, then the Airport Commission should move forward with it.

ACTION: Motion to recommend to City Council the approval of a full escalator replacement. **Moved by Commissioner Hedrick, seconded by Commissioner McDermott, and unanimously approved noting the absence of Commissioners Delgado and Feltman.**

Chairman Corcoran advised Airport Staff to communicate to the City Manager the sense of urgency around the escalator replacement to get his support for moving this quickly. Noting that Chairman Corcoran would love to see this as a way of demonstrating to ourselves that we can move to get something fast. Chairman asked if staff could provide an update at the next meeting. Mr. Keating confirmed.

8.E Noise Committee Update

Commissioner Fong presented a brief overview of the January 15, 2025 Noise Committee meeting.

Commissioner Martin advised the Airport Commission that he had attended the Master Plan presentation that had been provided to the Escena Association, and said that he has received a significant amount of feedback from the Escena residents in regard to the Airport not being a good neighbor from a noise perspective and that they are uncomfortable and upset with the low flying twin propeller airplanes that are from the Palm Springs Air Museum and that are flying almost daily over their neighborhood.

He said that the residents want the airport to do to prevent the smaller airplanes that don't have good soundproofing from flying over their neighborhood.

Executive Director of Aviation Barrett said that the Airport has no authority over aircraft once it is in the air as that is controlled by the Federal Aviation Administration (FAA). Once an aircraft is airborne, the FAA has sole jurisdiction over its movements. However, the Airport can work with air traffic control and communicate with pilots to raise awareness about community impacts. Mr. Barrett further advised that the Airport has a strong working relationship with the Museum, including recent collaboration on the Boeing aircraft display, and expressed confidence that a constructive dialogue could take place. Outreach to surrounding neighborhoods on noise-related issues is also part of the Airport's 2025 engagement goals.

8.F Concessions Update

Assistant Airport Director Keating provided the Airport Commission with a detailed update on current and upcoming concession openings. Mr. Keating began by announcing that "Pink Door" is progressing well and is expected to open within the next two to three weeks. This location will offer coffee and retail options for those waiting in the main terminal. Mr. Keating also noted there is considerable excitement surrounding its debut.

Mr. Keating then discussed the status of two other locations, Trio and Vino Volo. He explained that these projects are actively progressing and additional staffing was added on Saturdays to expedite construction efforts. Additionally, two or three rounds of extra support have been sent from Phoenix, where G4 is based, to assist in accelerating work. Despite these efforts, Mr. Keating indicated that the anticipated completion timeline for these locations is still late March to early April, assuming no additional delays occur.

Mr. Keating also mentioned a future concession titled "The Canteen." While there is not a confirmed opening date, staff are working to complete other projects first before initiating construction on this final site. All permits have been submitted, and the Airport is awaiting comments from the City before proceeding with preliminary work.

Chairman Corcoran noted that the Ad Hoc Committee's engagement with WHSmith, formerly known as The Marshall Group. Mr. Corcoran also noted that the committee had previously expressed concerns about product composition and the focus on Palm Springs-themed merchandise. In response, Mr. Keating shared that WHSmith is actively working on the feedback received. For example, proper signage for local

companies is being developed and installed, and staff are coordinating efforts to introduce Brandini Toffee ice cream into WHSmith locations. Installation has been delayed due to technical challenges, such as configuring freezers that meet ADA compliance and Heating, Ventilation, and Air Conditioning (HVAC) compatibility, particularly in Las Palmas.

Mr. Keating added that WHSmith is continuing to address inventory issues for local products, and meetings will be scheduled with the Ad Hoc Committee once representatives from the company's VP office are available to review progress. Chairman Corcoran commended the advertising efforts, citing a recent social media ad that showcased various Palm Springs items now featured in the Airport. Mr. Corcoran emphasized the importance of maintaining pressure and accountability on this matter moving forward.

8.G Marketing Update

Item 8.G was heard after Item 8.A.

Deputy Director of Aviation, Marketing and Air Service Meier presented the Marketing and Air Service Update for December 2024 and provided a brief overview of key marketing initiatives and air service developments throughout the 2024 calendar year. Mr. Meier also included passenger counts from years 2019, 2021, and 2022 in his presentation.

Mr. Meier also provided an update on the recent Airport Round Table Conference, which was hosted by Palm Springs International Airport in partnership with Visit Greater Palm Springs. Mr. Meier shared that the event brought together industry professionals from both airports and airlines across the United States and Canada, with a total of nine airports represented. Mr. Meier noted that VGPS put together some great opportunities and described some of the activities that attendees participated in during the conference and a networking evening reception, contributing to a productive and engaging experience.

Mr. Meier noted that while this conference typically sees a breakdown of approximately 70% airport attendees and 30% airline representatives, this event had a more balanced mix, with participation split evenly at 50/50. Mr. Meier concluded by stating that hosting air service development conferences is an important part of the Airport's overall strategy to grow air service at Palm Springs International Airport by attracting new airline partners and expanding available routes.

Commissioner Fong asked which airlines attended the Airport Round Table Conference and inquired about the feedback received from other airports regarding the services provided at Palm Springs International Airport. Mr. Meier responded that

the purpose of the Airport Round Table Conference was primarily educational. While airlines did provide updates, their presentations were not focused specifically on evaluating Palm Springs International Airport. As the host airport, Palm Springs was briefly highlighted in several presentations, but the majority of the content centered on each airline's broader operational outlook, strategic priorities, and market forecasts.

Mr. Meier shared that the airlines in attendance provided general updates on fleet growth, service changes, and demand trends. Mr. Meiers stated as an example, Southwest Airlines discussed the impact of Boeing delivery delays, which will result in negative aircraft growth for the next few years, limiting opportunities for service expansion. However, the airline also mentioned operational adjustments such as shorter turn times and the introduction of red-eye flights to increase seat availability.

Although formal feedback was not solicited during the Airport Round Table Conference, Mr. Meier noted that the informal conversations he had with airline representatives were very positive. United Airlines expressed strong satisfaction with the performance of their new service to Washington, D.C. Mr. Meier also shared a discussion he had with a company called Landline, which provides plush bus services that connects smaller markets to major airports. He described the quality of their buses and how they operate as an extension of airline service, identifying it as a potential opportunity for Palm Springs International Airport to capture passengers who currently drive in from outlying areas. In addition, Mr. Meier noted that although Porter Airlines did not attend the conference, he had spoken with their representatives recently and received equally favorable feedback about their operations and performance at Palm Springs International Airport.

Vice Chairman Burke added that the feedback he received was also very positive. He noted that the participating airlines and airports expressed appreciation for both the destination and the overall experience provided during the event. Vice Chairman Burke emphasized that hosting industry events like this not only enhances the Airport's reputation but also strengthens relationships with airline partners and supports the Airport's broader air service development efforts.

Mr. Meier emphasized the value of having face-to-face interactions with various airline officials, stating that these connections are truly invaluable to the Airport's ongoing air service development efforts. Commissioner Fong asked which nine airlines attended the conference. Mr. Meier responded that while he could not recall all of them offhand, he confirmed that representatives from American, Delta, United, Southwest, Sun Country, Landline, WestJet, and Air Canada were present. Mr. Meier noted that he could not recall the name of the ninth airline at the time.

8.H Financial Update

Airport Administration Manager Carpenter stated that the Financial Update was included in the agenda packet.

8.I Employment Update

Assistant Airport Director Jeremy Keating stated that the Employment Update was included in the agenda packet.

Chairman Corcoran inquired about the status of the Deputy Director, Capital Development position. Mr. Keating confirmed that the position had been posted, and Executive Director of Aviation Barrett added that the recruitment was active, and the Airport was currently accepting resumes. Chairman Corcoran asked if the recruitment effort was unsuccessful, could the Airport reevaluate the salary structure or if that had already been addressed with Human Resources (HR). Mr. Barrett responded that HR had recently increased the salary by 2.5% and further noted that an additional 5% increase scheduled for July may help attract more candidates. Mr. Barrett stated that if these efforts were not successful, the Airport does plan to reevaluate the salary range again.

Chairman Corcoran expressed the Commission's support for the recruitment process and affirmed that the Airport Commission would be willing to advocate for salary adjustments if needed to secure qualified candidates.

Commissioner McDermott asked if there were any opportunities to bring aspects of the recruitment process in-house, or if there had been any conversations about embedding HR functions within the Airport. Chairman Corcoran confirmed that discussions have taken place and provided additional insight into current staffing and future plans related to HR support at the Airport.

8.J Project and Airport Capital Improvement Program Update

Executive Director of Aviation Barrett stated that the Project and Airport Capital Improvement Program update was included in the agenda packet. Chairman Corcoran asked to have a discussion at the next meeting regarding the runways. Assistant Airport Director Keating advised the Airport Commission that it would be premature for staff to discuss the runway with the Airport Commission because the runway analysis was still on-going. Mr. Keating said that the preliminary data had been collected and a more in-depth analysis of the runway was underway. Additionally, Mr. Keating confirmed that Taxiway Whiskey had been fully repaved and was no longer a concern and that the runways remained a priority for staff. Chairman Corcoran requested a more detailed briefing once the engineering analysis was completed.

9. EXECUTIVE DIRECTOR REPORT

Executive Director of Aviation Barrett stated that the Executive Director report was included in the agenda packet. Mr. Barrett shared that the preliminary work had begun on the Airport's annual budgeting process for the next two fiscal years and that based on initial analysis, staff have identified the need for approximately 18 additional

personnel positions, primarily within the Maintenance Division. Mr. Barrett said that he had tasked Airport Administration Manager Carpenter with evaluating the financial impact of these staffing increases on the cost per enplanement, particularly in relation to the Airport's airline partners and that the final recommendations regarding staffing and budget adjustments would be brought forward to the City Council in the coming weeks.

Mr. Barrett also noted that he was attending a Customs and Border Protection (CBP) FIS (Federal Inspection Services) Insight event in Washington, D.C., hosted at the National Academy of Sciences. The event brought together key stakeholders including CBP, the Future Borders Coalition, Airports Council International, the International Air Transport Association, multiple airlines, and select airports. The discussions covered a range of topics including facility design, screening processes, accessibility, and the unique challenges faced by small hub airports. Mr. Barrett will prepare a detailed report on the event to share with the Commission at a future meeting.

10.COMMISSIONERS REQUESTS AND REPORTS:

None.

11.REPORT OF COUNCIL ACTIONS:

- 11.A** Past City Council Actions
- 11.B** Future City Council Actions

12.RECEIVE AND FILE:

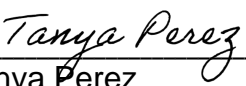
- 12.A** Airline Activity Report December 2024
- 12.B** Airline Activity Report Fiscal Year Comparison

13.COMMITTEES:

- 13.A** Future Committee Meetings
- 13.B** Committee's Roster

ADJOURNMENT:

The Airport Commission adjourned at 7:25 P.M. to a Regular Meeting on February 19, 2025, at 5:30 P.M.



Tanya Perez
Interim Executive Administrative Assistant

APPROVED BY AIRPORT COMMISSION: 4/23/25