

SALT LAKE CITY DEPARTMENT OF AIRPORTS MINUTES OF ADVISORY BOARD MEETING

17 February 2016

Members Present: Igor Best-Devereux - Chair
Mickey Gallivan
Natalie Gochnour
J.T. Martin
Larry Pinnock

Excused: Christine Botosan

Mayor's Office: Mayor Jacqueline M. Biskupski
Patrick Leary

City Council Office: James Rogers

Department of Airports: Maureen Riley, Executive Director
John Buckner, Director of Administration & Commercial Services
Ed Cherry, Chief Information Officer
LuJean Christensen, Management Support Coordinator
Eddie Clayson, Director of Maintenance
Medardo Gomez, Maintenance Superintendent
Pete Higgins, Director of Operations
Marco Kunz, Attorney
Allen McCandless, Director of Planning
Kevin Robins, Director of Engineering
Bianca Shreeve, Public Relations Manager
Alvin Stuart, Operations Superintendent
Ryan Tesch, Director of Finance
Craig Vargo, Police Chief
Nancy Volmer, Director of Public Relations
Mike Williams, TRP Program Director

Chair Igor Best-Devereux called the meeting to order at 8:01 a.m. Best Devereux welcomed Mayor Biskupski and Patrick Leary, Chief of Staff to the meeting. Mayor Biskupski stated that the new administration is working hard to get a full staff in place. The reorganizing that is being done will serve Salt Lake City extremely well. Currently there are several appointments waiting on Council approval. Mayor Biskupski informed the Board that Maureen Riley has been reappointed as the Airport Executive Director. The Mayor requested that a member of Riley's team be assigned to work with the City on general aviation issues. Patrick Leary discussed the transition process and the realization that the City has a significant number of appointed officials. The transition team carefully analyzed the appointed positions for a better understanding of

whether the positions should be at will or part of the City's merit system. Leary stated that appointed positions at the Airport would be considered as re-appointed by the Mayor.

AGENDA

A. Minutes

The motion was made by Larry Pinnock and seconded by Mickey Gallivan to approve the minutes of January 20, 2016 as presented. All votes were affirmative; motion passed.

B. Director's Report

Maureen Riley, Executive Director, updated the Airport Advisory Board regarding current events.

- Riley informed the Board that Delta extended the flight to Amsterdam to an annual flight and is considering extending the London flight to an annual flight.
- In response to a question that was raised at the last Board meeting about numbers of passengers riding TRAX, Riley responded that the Airport has reached out to Matt Sibul at UTA. If data is available, Riley will present it at a future Board meeting.
- Riley mentioned that an unintended result of the TRAX line has been an increase in homeless individuals at the Airport. The Airport police have reported an increase in baggage being stolen from the carousals and they have put measures in place to control this.
- Riley informed the Board that the TSA has brought canine teams to the Airport. There will be dogs and a handler going through the security check point queues. Ron Malin, Federal Security Director at Salt Lake City, stated that there are four teams of passenger screening canines. The teams will walk the queues in front of the check point and screen the passengers. The explosive detection dogs are currently becoming certified and will be on line within 30 – 60 days.

Gallivan questioned if increased security has been implemented around the baggage areas to help alleviate bags being stolen. Riley responded that police patrols have been increased and signs have been added asking the public to be aware of their surroundings. Vargo responded that an increase in random bag checks was implemented.

Best-Devereux inquired if lessons could be learned from the experience the public library system has had with the homeless. Riley stated that the Airport could reach out to the city and county commission for information.

C. Terminal Redevelopment Program Update

Mike Williams, Terminal Redevelopment Program (TRP) Director, presented an update on the TRP (presentation on file). Main points included were:

- Rental car companies will complete a phased move-in during the month of February. The first three rental car companies, Dollar, Budget and National/Alamo, will begin operations the week of February 15th.

- Fence and barrier installation were started to capture airside and landside work areas for parking deck ramp and canopy area demolition.
- A contractor outreach session was conducted and focused on small business enterprises to overview upcoming TRP opportunities.
- Salt Lake City received 100% complete documents for building foundation and enclosure and baggage handling system.
- Park and Wait lot work will begin in February.

Gallivan questioned if the convenience store would be part of the scope of work to begin in 2016. Williams responded that the convenience store is a separate procurement that the Airport will be doing. John Buckner stated that the solicitation process is underway and the facility will be completed early next year. Discussion ensued on the term of the agreement.

D. ASQ Survey Results

Nancy Volmer, Director of Public Relations and Marketing, updated the Board on the results of the ongoing Airport Service Quality (ASQ) customer survey (presentation on file).

The presentation included the following topics:

- Survey scope
- Passenger demographics
- Scored categories and comparisons
- SLC survey results for 2014 along with worldwide ranking
- SLC areas of score improvement and decline
- Priority analysis summary

Natalie Gochmour was surprised that was not a higher ranking for the new restaurant offerings were implemented. Buckner responded that a current passenger survey ranked Salt Lake City second overall for food, beverage and dining options across the US. Riley stated that the Airport facilities category has risen each year.

Council Member James Rogers wondered if the change in the janitorial contract had an impact on the cleanliness ranking. Riley stated the cleanliness ranking is driven by the passenger activity and the fact that in the last 12 months, we added 1 million passengers to the facility. The current facility was built to handle 10 million passengers and the facility is currently handling 22 million passengers.

Best-Devereux wondered what process was in place to provide the airlines with the data that the ASQ provides. Riley stated that currently there was not a process in place but the data could be shared with the Airlines at an upcoming meeting. The data could also be introduced at the routine Airport tenant meeting on the local level.

E. Winter Operations

Pete Higgins, Operations Director, and Ed Clayson, Maintenance Director presented the winter operations to Board members (presentation on file).

The presentation covered:

- Snow and ice control plan.
- Snow and ice removal equipment.
- Airfield snow removal management.
- Snow event coordination and information distribution.
- Passur, internet based planning and coordination tool for Airport users.
- Aircraft deice operations.

Invitation was extended to Board members for the opportunity to ride in the snow plows during a snow event. Mayor Biskupski stated that recently she had the opportunity to ride in the snow plows and appreciated the professionalism of the employees and how the job was done.

Best-Devereux questioned if the recent inversion caused delays at the Airport. Higgins responded that recently Allegiant Air was unable to take off at the Provo Airport because the visibility had fallen below the minimum recommendations, but the Salt Lake Airport has not experienced any incidents.

The next Board meeting will be held the 23 March 2016.

Igor Best-Devereux adjourned the meeting at 9:13 a.m.

Igor Best-Devereux, Chair

Date

Jacqueline M. Biskupski, Mayor

Date