**SALT LAKE CITY DEPARTMENT OF AIRPORTS**

**MINUTES OF ADVISORY BOARD MEETING**

19 April 2017

Members Present: J.T. Martin, Chair

Larry Pinnock, Vice-Chair

Igor Best-Devereux

Wade Bitner

Mickey Gallivan

Sam Granato

Senator Karen Mayne

 Cyndy Miller

 Kim Rolfe

Mayor’s Office: Mayor Jacqueline M. Biskupski

City Council Office: James Rogers

Department of Airports: Maureen Riley, Executive Director

 Jason Asay, Media Relations Manager

 John Buckner, Director of Administration & Commercial Services

 LuJean Christensen, Management Support Coordinator

 Eddie Clayson, Director of Maintenance

 Pete Higgins, Director of Operations

 Marco Kunz, Attorney

 Allen McCandless, Director of Planning

 Kevin Robins, Director of Engineering

 Al Stuart, Operations Superintendent

 Craig Vargo, Police Chief

 Nancy Volmer, Director of Public Relations & Marketing

 Mike Williams, TRP Program Director

Chair J.T. Martin called the meeting to order at 8:02 a.m. and acknowledged Maureen Riley’s retirement announcement.

AGENDA

1. **Minutes**

The motion was made by Igor Best-Devereux and seconded by Wade Bitner to approve the minutes of March 15, 2017 as presented. All votes were affirmative; motion passed.

1. **Director’s Report**

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

* Riley acknowledged and thanked Kevin Robins for acting as the Executive Director Designee in her absence. Robins remarked that the Board and Executive team helped during the three month period. Riley stated that she has enjoyed serving as the Executive Director over the past 10 years. The executive team has accomplished a lot in her tenure. To be able to come into an airport and get approvals in place to rebuild the entire facility is such a rare event in the industry. Martin stated that Riley is the epitome of professionalism and thanked her for her service.
1. **Terminal Redevelopment Program Update**

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

* CGMP #3 – South Parking Lot/Quick Turn-Around/Remote Service Sites current status
* CGMP #4 – Landside and Airside Enabling status
* CGMP #5 – Terminal/South Concourse West/Gateway status
* CGMP #6 – Roadways/Parking Garage/Central Utility Plant status
* CGMP #7 – Baggage Handling System status
* North Concourse Project status
* Overall program construction and paving sequence
* Near term schedule
* Overall capital program costs

Mayor Biskupski requested an update regarding the drywall scope of work and if contractors are offering health care coverage for laborers. Williams answered that there is a prequalification process, which prequalifies contractors prior to bidding. The contractors have to go through the prequalifying certifications, which are related to safety, track record on completing projects, financials, and that they will comply with the City’s ordinance and provide health care. When the bids are received, the contractors have to turn in certifications indicating they are in compliance with the ordinance. If there are bids received that do not have the certifications, the bids are considered nonresponsive. When Holder – Big D Construction (HDJV) signs the agreement with a sub-contractor that is ultimately awarded, the ordinance is included as an exhibit to the agreement. Williams introduced Rob Moore, CEO of Big D Construction and Dave Miller, President and Chief Operating Officer, Holder Construction. Moore explained that there is a robust three prong approach to make sure contractors are in compliance with the City’s ordinance. The first is a prequalification process where all have to prequalify that they are financially sound, have the staffing, and they provide the insurance. To submit a bid, the contractor includes a questionnaire answering a myriad of questions including one asking if the contractor will provide health insurance. During the actual bid process, contractors have to check off a list of questions, one of which is related to providing health care. The contractors have to provide a notarized affidavit that they will provide health care coverage as per the City’s requirement. Moore indicated he had recently met with several sub-contractors to assure that is happening. The process is more than contractors checking a box prior to the signing of a contract. The contract references Exhibit F, which is a certification that they will comply with the ordinance of the City and provide health insurance.

Senator Mayne wondered if there is evidence brought to the Airport that a sub-contractor is not in compliance, will the Airport go back and audit their records. Dave Miller, President and Chief Operating Officer, Holder Construction, answered that each trade contractor has a contractual obligation to meet the responsibilities that are required by the exhibits that are in the contract. HD verifies that the sub-contractors have certified and notarized that they are in compliance. If a question is raised as far as not performing consistent with our compliance we could ask them to provide us with additional information.

Senator Mayne requested further information on the verification and certification required. Miller answered that it is an exhibit per the ordinance, which an authorized individual for the company signs, obligating them to the requirements along with notarizing that is a legal binding authorization that they are acknowledging.

Senator Mayne raised a concern over workers on the redevelopment project not being required to go through the badging process and requested an explanation on what dictates whether they have to be badged or not. Mr. Miller stated that in the aviation industry, there are airside and landside areas. Airside is where badging is required and on landside, badging is not. Williams clarified that the Transportation Security Administration (TSA) has to approve the placement of construction fencing, which isolates the construction site from Airport operations. During the project, the fencing is reconfigured constantly with TSA approval. The TRP construction site is landside, not airside.

James Rogers had a follow up question regarding the certificate that is signed initially. Rogers directed the question to HD, which has performed construction at other national airports. The question he raised was if any other airport had required a semi-annual recertification to make sure the companies were in compliance. Mr. Miller stated that what is being done at Salt Lake City is more robust than what is done cross the country.

Martin commented that the points some of the Board members are making are to assure that every worker that has been hired by the airport or contractor are documented and able to work. It is up to industry to point it out and police itself. Moore responded that he brought sub-contractors in his office to verify the safety plan, health care plan, verify employment eligibility, and overtime. “What we are finding is the folks that are being hired are substantial companies and the best of class contractors. I am confident that every one of our sub-contractors on site is offering health care insurance to their employees.”

Mayor Biskupski stated that recently there was a convention for people who are blind. They passed a resolution asking the City to include in the construction of the new Airport wayfinding measures to make it easier for those with disabilities to navigate the new Airport. Mayor Biskupski asked if we are including anything today in the construction of the new Airport that would assist those who have disabilities. Williams answered that there are wayfinding measures, which are part of ADA requirements, such as braille located on elevators. The FIDS monitors will include notifications for the visually impaired. Mayor Biskupski wondered if any sort of smart technology, that could be linked to phones, to help navigate was being used. Williams remarked that currently, we haven’t investigated any, but if there is new technology we could look at it. Mayor Biskupski stated the she will provide information on the technology and the resolution. The resolution will include specific requirements.

Best-Deveruex requested background information on the construction manager, Austin Okland, for the North Concourse. Williams answered that Okland is the local partner, Austin is a nationwide firm based out of Dallas. Austin has done several aviation projects nationally.

Best-Deveruex requested an explanation on how the management of the two parallel projects would function. Williams answered that there would be one management team managing the entire program. It is a redevelopment program for the entire Airport and the program will have two subprojects under it. The program will have two construction teams that will have integrated work sessions and meetings to be able to deliver the final product. Riley stated the essential difference that the staff has to deal with is the TRP is imbedded in the airline agreement and there is a clause that discusses the project, which addresses the TRP. The North Concourse is like an annual CIP project, so there will be different administrative responsibilities and obligations on how those are differentiated.

Williams discussed the $737M budget for the North Concourse and how the budget was established early on in the concept stage. Discussions have been ongoing with the airlines on scope and what the North Concourse will look like going forward. The airlines requested that the central node be extended. HOK will deliver documents on May 12th that will include the requested change of scope. Austin Okland will have 45 days to prepare an estimate and then a value analysis will be performed. A budget will be locked in once we get the estimate from the documents.

Pinnock asked if there was room for additional gates to the east in the North Concourse and if there was any kind of timing when that decision will have to be made as to when to do that expansion as well. Williams answered that it would be driven by what’s happening in the industry. The phased approach will allow the airport and airlines the ability to decide to add additional gates in the north during the program. The growth in the industry has prompted the discussion of additional gates being built earlier than later. Once the design phase is complete, there will be additional work needed on the design to consider the additional 15 gates. The planning will study if the increase in passenger traffic will create challenges in the terminal building, bag claim area, etc. Riley stated that in strategic sessions with the architect, there have been discussions about a third linear concourse in the future.

Martin inquired if the earth being moved during the preparation for the Terminal tunnel was being stored on the Airport or trucked out. Williams answered that if any of the soil removed is reusable, it will be reused on the project. If the soil is unsuitable, it is taken off site.

Martin requested a tour of the project site for the Board in the near future.

Kim Rolfe stated that he has been measurably impressed with the contractor being able to come through the last winter and had the ability to stay on task and schedule.

Sam Granato left the meeting at 8:59 am.

1. **Discussion of Rules and Regulations for Conduct of the Airport Advisory Board**

J.T. Martin, Airport Advisory Board Chair, informed the Board that he would be meeting with the Mayor next week to discuss holding a Board retreat. Martin suggested that the agenda for the Board Retreat include discussions regarding:

* Board protocols
* Proper use of badging to include TSA procedures
* Active subcommittees and the selection process
* Process of how the Board members communicate with Airport employees
* Protocol for when Board members are approached by members of the press
* How members could be more effective
1. **Airport Service Quality (ASQ) Survey Results**

Nancy Volmer, Director of Public Relations & Marketing, SLCDA, presented the 2016 ASQ survey results (presentation on file). Main points included were:

* Global Ranking
* North America Airports ranking
* Overall satisfaction ranking
* Airport performance rankings
* What is most important to passengers

Mayor Biskupski and J.T. Martin left the meeting at 9:09 am.

Best-Devereux asked if there was a plan in place to improve internet access and the cleanliness of the facilities for passengers at SLC. Volmer answered that the Airport is working with CenturyLink to increase the bandwidth, which would improve internet access. Riley stated that the increased bandwidth would be rolled out soon. One of the challenges the Airport has faced with the cleanliness of the facilities is that other big employers in the valley have increased their wages for their janitorial staffs. The Airport has increased its wages, but there was a period of time when the turnover rate was high. The demands of an aging facility along with the increased passengers has been a challenge. Ed Clayson answered that the turnover rate increased from 20% to over 100%, but they are working on making the wages more competitive. Restroom refurbishment is underway and staffing has been adjusted to cover the peak times.

Senator Mayne asked if the janitorial contract was privatized or if they were State workers. Clayson answered that they are contract employees. Senator Mayne encouraged that the wages paid should be competitive. Clayson stated the wages have been increased recently to be more competitive.

Best-Deveruex asked, in light of the bad publicity United Air Lines has had with the Chicago incident, what was the current protocol for removing passengers from an aircraft. Chief Vargo answered that his understanding was that the Civil Aviation Security Force is what Chicago currently has. After the incident, Salt Lake City reinforced training with our officers, to emphasize that we don’t get involved in the civil issues or rules of private companies. Since that time, we have also talked with a number of airlines and the station managers. We will be there to keep the peace but we will not go on and pull a person off simply for something that is a company rule.

1. **Other Possible Discussion Item – General Aviation**

Larry Pinnock, Airport Advisory Board Vice-Chair, updated the Board on the General Aviation subcommittee. The subcommittee met this month and the goal of the committee is to manage to the best of our abilities our general aviation population. The primary goal currently is satisfying demand for hangar space in the Salt Lake City system of airports. The subcommittee is currently looking at best practices elsewhere. The Airport has limited funds for hangar expansion and the committee is looking at the best way to satisfy the demand for hangar space. The committee will continue to meet.

The next Board meeting will be held on May 17, 2017.

Larry Pinnock adjourned the meeting at 9:25 a.m.

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J.T. Martin, Chair Date

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Jacqueline M. Biskupski, Mayor Date