

SALT LAKE CITY DEPARTMENT OF AIRPORTS
MINUTES OF ADVISORY BOARD MEETING

19 February 2014

Members Present: Natalie Gochnour – Chair
Mickey Gallivan - (Vice-Chair)
Igor Best-Devereux
David Ibarra
J.T. Martin
Russ Pack
Larry Pinnock
Mike Zuhl

City Council: James Rogers

Mayor’s Office: David Everett

Excused: Wayne Holland

Department of Airports: Maureen Riley, Executive Director
Randy Berg, Director of Operations
John Buckner, Director Administration & Commercial Services
Ed Cherry, Chief Information Officer
LuJean Christensen, Management Support Coordinator
Barbara Gann, Director of Public Relations/Marketing
Pete Higgins, Director of Maintenance
Marco Kunz, Attorney, SLCDA
Allen McCandless, Director of Planning
Kevin Robins, Director of Engineering
Patty Nelis, Environmental Programs Manager
Roger Denney, Electrical Maintenance Superintendent
Kelly Clark, Airport Maintenance Manager
Mike Williams, TRP Program Director
Craig Vargo, Police Captain
Connie Proctor, Superintendent Security Operations
Alvin Stuart, Operations Airfield Superintendent
Carol Dean, Financial Reporting Manager

Chair Natalie Gochnour called the meeting to order at 8:00 a.m.

AGENDA

A. Minutes

The motion was made by Russ Pack and seconded by Larry Pinnock to approve the minutes of 15 January 2014 with the proposed changes. The minutes were corrected to reflect that Mike Zuhl was present and Mickey Gallivan was excused. All votes were affirmative; motion passed.

B. Director's Report

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

- To date, the cumulative snow totals for the past winter are at 34.7 inches.
- TSA has opened an enrollment center for its new Pre-Check program in an office located on the upper level of Terminal One. The passengers will go through the checkpoint without taking off their light coats, belts or shoes or removing their laptops and small liquids and gels from their bags. The \$85 fee is for five years of enrollment.
- In March a meeting with the airline partners will be held.
- The proposed budget will be presented to the Airport Advisory Board in March. The proposed cost per enplaned passenger is \$3.87.
- Contact Riley with any suggested board agenda items or topics.

Larry Pinnock inquired if Pre-Check and Global Entry is the same program. Riley responded that Global Entry is for immigration when you are returning as an international passenger. The application process for Global Entry is online and the fee is \$100. The passenger can select a city for the interview. Locally, interviews will be conducted in the Customs and Immigration offices at the Salt Lake City International Airport.

Igor Best-Devereux asked if the programs would impact the airlines approach that frequent travelers have received in the past. Riley responded that this program benefits all frequent travelers, not just Delta's at Salt Lake City.

In response to David Ibarra question, Riley stated that members of the Global Entry program are automatically eligible to participate in the TSA Pre-Check expedited screening program when traveling domestically.

Mike Zuhl inquired about the TRP and possible reduction in the number of rental car companies at the Airport. Riley stated that the Airport engaged the premier rental car consultant of Demattei Wong. The consultant is giving advice on how to structure the facility as it relates to the business deal. A couple of the rental car companies have taken exception to the advice given.

Russ Pack stated that from an institutional perspective, when rental cars are bid or reallocated in every airport in the country the same thing occurs. The challenge is in striking the correct balance between competition and demand.

C. Federal Bureau of Investigation (FBI) Overview of Aviation Issues

Mark Dressen, Assistant Special Agent in Charge, of the local office of the FBI gave an overview of the agency's mission including the following points:

- National security mission covers international terrorism, foreign counter intelligence, domestic terrorism and cyber crime.
- The criminal mission covers transnational organized crime and violent crime.
- Airports matters include disturbance of a flight crew, sexual assaults, drug and contraband smuggling, and laser crimes.
- Airport security initiatives help to identify a pattern of drug smuggling from the continental United States to Hawaii.
- Nationwide 4,000 laser strikes against aircraft were reported last year. The penalty is five years in jail.

Gochnour requested clarification on what harm a laser strike inflicts. Dressen stated that the laser can burn the retina and impair the pilot's ability to operate the plane.

Larry Pinnock wondered if the individuals in laser crimes are primarily children or adults. Dressen stated that it is not limited to one or the other.

Best-Devereux questioned if beside carrying drugs on the aircraft by individuals, if drugs are also brought in by cargo. Dressen stated that they are.

D. Deicing and Glycol Operations

Patty Nelis, Environmental Programs Manager, made a presentation to the Board regarding the Deicing and Glycol Operations (presentation on file).

The presentation included the following topics:

- Airfield deicing infrastructure
- Deicing fluid storage lagoons
- Land application site
- Deicing fluid recycling process
- Existing and future deicing pads
- Glycol recovery and revenue generation
- Storm water and ground water monitoring
- Aircraft deicing

Pinnock inquired if the land application expansion would take care of both sanitary sewer and glycol reclamation. Nelis replied that the proposed land application expansion would take care of material coming into the plant that is less than 1% glycol. The plant, because of the processes involved, has a waste water discharge that normally goes to the sanitary sewer. When waste water mixes with domestic waste in the sewer, it creates an odor. Proposed land application would take the waste water and land-apply it to avoid the sanitary sewer.

J.T. Martin inquired if use of the land was land farming. Nelis replied that it is not land farming, just land application.

Pinnock wondered if the land application process was the best practice used nationally. Nelis stated that it was.

Pinnock wanted an education on what happens to glycol. Kelly Clark replied that when glycol is land applied, the microorganisms in the soil break it down. When the glycol is discharged into the sewer system, it acts as a food source and is broken down during this process.

Pinnock inquired why the Airport does not use the processed glycol. Nelis stated that the FAA regulations will not allow us to use the reclaimed glycol to deice aircraft.

Martin questioned if the reclaimed glycol is sold, processed and then used in aviation. Nelis stated the reclaimed glycol is used for manufacturing, paint, blue water systems, spray on natural gas pipe lines, and equipment, but not re-used in aviation.

Best-Devereux wondered what percentage of glycol is reclaimed. Clark replied that approximately 15% of the applied glycol is recaptured.

Discussion ensued on the centralization of the deicing program and proposed deicing facility location. Riley stated that the Airport is meeting with the airlines soon about the operation of the new facilities. The airlines currently provide this function, not the Airport.

E. ASQ Survey Results

Barbara Gann, Director of Public Relations, will share current 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 2013 along with worldwide ranking
- SLC areas of score improvement and decline
- Priority analysis summary

Pinnock wondered with the information received, what areas of improvement will the Airport focus on and apply to the TRP. Gann replied customer service orientation to restrooms, access issues, and the overall ambiance of the airport. Riley stated that another area of focus is to have enough concession space for the demand.

The next Board meeting will be held 19 March 2014.

The Board Chair closed the meeting at 9:10 a.m.

Natalie Gochnour, Chair

Date

Ralph Becker, Mayor

Date