

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT  
AIRPORT ADVISORY COMMITTEE**

**Minutes from the January 3, 2008 meeting  
Charlotte Douglas International Airport  
Airport Business Center Conference Room  
8:00 a.m.**

**Present**

Stan Campbell, Chair  
Diane Carter, Vice Chair  
Jeff Hay  
Dr. Henry Nicholson  
Crystal Jackson  
Stan Vaughan  
Tony Almeida  
Paul Korry

**Staff Present**

TJ Orr, Aviation Director  
Jennifer Long, Staff Advisor  
Erika Helm, Community Outreach Specialist

**Guest Speakers**

Haley Gentry, Airport Public Affairs Manager  
Bob Lucas, Airport Housekeeping Manager  
Matt Bauer, Airport Parking Asst. Manager

**Absent**

Andrew Riolo  
Charlie Baker

**1. Call to Order**

Chair Stan Campbell called the meeting to order at 8:00 a.m.

**2. Pledge of Allegiance**

**3. Approval of the December 6, 2007 Minutes**

The minutes were approved as written.

**4. Business Agenda**

**1. Airport's Third Parallel Runway**

**Action: Approve a change order with E. S. Wagner Company, LLC of Piedmont, SC in the amount of \$1,585,744.56 for additional work on the new runway.**

**Background:**

- On February 28, 2007, Council awarded a contract to E.S. Wagner Company, LLC in the amount of \$43,626,829 for grading of the new runway.
- On August 27, 2007, Council approved Change Order #1 in the amount of \$3,514,989 for additional work to take advantage of favorable bid prices for items that would have been accomplished later in the runway project.
- Change Order #2 includes:
  - \$476,335.55 - Payment for fuel escalation to date as calculated using the NCDOT fuel escalation formula as required by the contract.
  - \$341,157 – Additional signage, barricades, and pavement markings for modifications to the road detours around the project; and \$333,252.01 – Additional asphalt pavement needed to convert Wallace Neel Road from a curb and gutter section to a paved shoulder section, which will help with storm water management requirements post-construction. This will accelerate completion of road detours, a benefit to the neighborhood.
  - \$435,000 – Clears additional land of trees that would be removed later in the project to eliminate obstructions for aircraft approaches and improve line of sight from the Air Traffic Control Tower taking advantage of favorable bid prices.

**Disadvantaged Business Enterprise Participation**

This change order includes 7% DBE participation.

**Council Date:** January 14, 2008

Motion: Vaughan

Second: Carter

Vote: 8-0

**2. Airport Fuel System Improvements**

**Action: Approve a contract with Poling & Bacon Construction Company, Inc. of Poland, Ohio in the amount of \$6,798,000 for the construction of two 30,000 barrel jet fuel tanks at the Airport.**

**Background:**

- In 1982, the Airport constructed a fuel farm for use by the airlines and the City to store jet fuel at the terminal complex.
- The fuel farm has exceeded its practical capacity and needs to be expanded to accommodate the additional demand for fuel storage by the airlines and the City.
- On July 24, 2006, City Council approved a contract with Robert & Company for design of the expansion of the Airport Fuel Farm facility.
- This contract will construct two additional 30,000 barrel fuel storage tanks and install associated piping and control systems within the facility to increase system capacity.

**Small Business Enterprise**

Established SBE Goal: 6%

Committed SBE Goal: 7.6%

Poling & Bacon has committed 7.6% (\$518,719) of the total contract amount to the following SBE firms: Camps Construction (\$310,515) and Vector Electric (\$208,204).

**Summary of Bids**

Poling Bacon Construction, Inc.	\$6,798,000.00
Mid Eastern Builders, Inc.	\$6,905,900.00
Gilbert Engineering	\$7,143,417.00
Kinley Construction Company	\$7,684,505.95

**Council Date:** January 14, 2008

Campbell: How many gallons in a barrel?

Orr: Forty-two gallons in a barrel.

Korry: This will give us how much advanced supply?

Orr: This will give us 180,000 barrels, which is about a 10 day supply.

Korry: Do we draw off the pipeline on it?

Orr: We draw off two pipelines, Plantation and Colonial, which feed the east coast. They cross each other at Paw Creek. There are receiving tanks at Paw Creek, about 70,000 barrels, so we have that additional storage. It is pumped from there into our system. Our tanks have internal floaters which means there is a lid inside the tank which floats on the fuel.

Korry: Does the FBO draw off that supply?

Orr: The FBO can draw off that supply. Remember that we buy the fuel for the FBO. We put that out for bid, so we buy it through a distributor. We can take delivery either here or at our tanks on the other side of the airfield. For those planes on that side, it is cheaper for us to take delivery at Paw Creek and truck it in. For planes on this side, it is cheaper to draw it out of this system to the airplane.

Motion: Vaughan  
Second: Carter  
Vote: 8-0

### 3. Airport Crew Training Facility Expansion

- Action:**
- A. Approve a contract with Rosser International, Inc. of Atlanta, Georgia in the amount of \$600,000 for professional services for design of an expansion of the US Airways Crew Training Facility, and
  - B. Adopt a budget ordinance appropriating \$600,000 from the Airport fund balance to be replaced from Special Facility Bond proceeds and/or a cash payment from US Airways.

**Background:**

- In 1987, the City sold \$67,000,000 in Special Facility Bonds and constructed the training and maintenance facilities including a building that held 5 flight simulators.
- In 1998, the City expanded the training building for 5 additional flight simulators, which was financed with proceeds of the 2000 Special Facility Bonds.
- US Airways has requested that the current crew training building be expanded to accommodate two new flight simulators to be delivered in August 2008. US Airways has requested we fast track the project to meet this very aggressive schedule and utilize the design team that designed the last expansion for consistency.
- The flight simulators are used on a continuous basis, and the airline has identified the need for additional simulator bays.
- This contract will provide design, bidding, and construction administration services for a four (4) simulator bay expansion to the building.
- Permanent funding for this contract will come from unexpended proceeds of the Special Facility Bond Funds, and/or a cash payment from US Airways.

**Small Business Opportunity**

Established SBE Goal: 3%

Committed SBE Goal: 3%

Rosser International has committed 3% (\$18,000.00) to Richa Graphics, Inc.

**Council Date:** January 14, 2008

Orr: This will bring some additional jobs.

Almeida: How many?

Orr: Not quite sure, but the last expansion brought close to 200. The average salary at the time was \$150,000.

Motion: Korry  
Second: Almeida  
Vote: 8-0

### 4. Property Transaction

**Action:** Approve the following property acquisition.

- A. **Project: Airport FAR Part 150 Land**  
**Owner(s): Ronald and Sandy Ridout**  
**Property Address: 6457 Shoreline Drive**

**Property to be acquired: .5 acres**  
**Improvements: Single Family Residence**  
**Purchase Price: \$165,000.00**

**Remarks:** The purchase price was determined by an independent appraiser and was reviewed by a second appraiser. Each appraisal takes into consideration the specific quality and quantity of the land. The tax value is determined on a more generic basis and will be higher or lower for land/house with certain attributes. Property is acquired per Federal Guidelines 49 CFR Part 24 of the Uniform Acquisition and Relocation Act of 1970. Acquisition costs are eligible for Federal Aviation Administration reimbursement

**Zoned: R3 Use: Single Family Residential**  
**Tax Value: \$80,000**  
**Tax Codes: 055-365-10**

**Council Date:** January 14, 2008

Motion: Almeida  
Second: Nicholson  
Vote: 8-0

## **5. Airport Concourse C Roof Replacement**

**Action:** Approve a contract with Cyclone Roofing in the amount of \$1,408,210 for replacement of the roof on Concourse C.

### **Background:**

- Approximately one half of the existing Concourse C roof is 23 years old and has reached the end of its useful life. The other half of the roof was repaired following Hurricane Hugo in 1989 and is no longer serviceable.
- There are a significant number of leaks during heavy rain.

### **Summary of Bids**

Cyclone Roofing	\$1,408,210
Mecklenburg Roofing	\$1,494,571
Weathergard	\$2,346,000
AAR of NC	\$2,609,405

**Council Date:** January 28, 2008

Korry: Is the roof on Concourse B the same age? Will it also need replacing?

Orr: We replaced the roof on Concourse B last year.

Motion: Korry  
Second: Nicholson  
Vote: 8-0

## **5. Status Reports**

### **1. Holiday Travel**

Gentry: The holidays went great for us. The best thing in our favor for the Christmas holiday as opposed to Thanksgiving is that people had about a 10-day travel window. For Thanksgiving, it is a four-day weekend. But a lot of people, depending on when they were off, began traveling on the Friday before Christmas all the way to New Years Day. Parking was up 12.5% over Christmas compared to last year and we had about 800 spaces remaining. In general, our passenger traffic for the year was up 12%, and the passenger traffic for the Christmas holiday this year was up 3% from last year. The biggest problem that we had occurred on New Years Day, which is what we anticipated would happen

in the year 2000. Our parking system went down. For some reason, with the 2008 switch over, the system wouldn't recognize parking tickets that were issued in 2007. So we had a lot of parking attendants out assisting and before a customer would get to the cashier, the attendant would manually calculate it. It took about 12 hours to get it fixed.

Korry: Did we have that same problem last year when going from 2006 to 2007?

Gentry: No we didn't. We anticipated this in the year 2000, but have never had a glitch like this.

Orr: We are getting ready to redo our parking system which will cost several million dollars. This is the same system we put-in in 1982. It will be a completely new system. We are moving more towards a credit card environment and the new system would allow the customer to use their credit card and get out by themselves.

Korry: Would that eliminate the attendant?

Orr: In some cases it would.

## **2. Restroom Attendant Program Partnerships**

Gentry: I believe most of you are familiar with the program and we want to share the WBTV news clip with you. Following that, Bob Lucas, our Housekeeping Manager, will make some comments on that. (Gentry shares the WBTV video clip with the committee that highlights the Restroom Attendant Program's partnership with LifeSpan, an organization that assists occupationally challenged individuals.)

Lucas: GSI (Airport's housekeeping provider) brought this idea to my attention. Michael (employee featured in the video) is one of about 14 employees through LifeSpan. He is a great employee and loves to be here working. We have also gotten involved with another organization called Vocational Rehab and have two deaf employees working for us. They are also great employees. We have about 250 employees in Housekeeping and these employees have a great work ethic. When these organizations first send a person out here, they also send a coach with them just to make sure they are comfortable. We have set up an email account and voicemail system to receive feedback and we find that customers love these employees.

## **3. Website**

Gentry: Our website is [www.charlotteairport.com](http://www.charlotteairport.com). A few years ago, the City had an effort to push out a web site called Charneck.org. It was a combined system with the county. This meant that every page had the same look. Therefore the Sanitation Department's site looked like the Fire Department's site which looked like our site. That unfortunately has not worked for us. Also, we have third party vendors on our site with links to their sites. When the City initially formulated their policy, they would not allow any advertising or promotions, and in our business that does not work for us. After about five years of pushing this, there has been a change in the philosophy of having a combined website with the county. So as a result of that, we are changing the look of our website. It will be a significant upgrade and we will be rolling it out later this month. Our website gets nearly 100,000 hits a month and we average anywhere from 100 to 300 email contacts each month. The look of our site will be unique to us. As soon as we get this up and going we will be adding new features such as a search engine similar to Expedia or Hotwire. It will provide the capability for you to go and purchase your airline tickets through our site. Erika is our employee that maintains the site and content on a daily basis.

Korry: What is the target date to have that completed?

Gentry: The week of the Martin Luther King holiday. It will be this month.

Korry: The past president of the North Carolina Business Travel Association sent me an email that was received from the Raleigh-Durham Airport and it was a proactive message. Are we doing any proactive messaging to the corporate business traveler?

Gentry: That is a notification system and our new website will have that capability. It will be messages by sign-up where people can sign-up to receive the information.

Korry: I will be at a meeting with them next Thursday evening and is there something I should tell them so that they can sign-up and be a participant in receiving those updates?

Gentry: Yes.

## **4. Quick Caller**

Gentry: Quick Caller is a cargo industry trade publication that serves as a directory of cargo services. It is primarily prevalent in large cargo markets. For the first time, Charlotte has its own Quick Caller as a

subset to the Atlanta directory. Additionally, to target our own market, Quick Caller has also printed a specific Charlotte book. You will see anything and everything having to do with cargo in this book, but it is not a comprehensive directory. It is by participation only and this is the first year it has been in our market. I think it says Charlotte's cargo market is growing. What's really growing is what's being trucked out of here. We are doing some studies right now internally in looking at why the changes are happening in our cargo market. (Copies of Quick Caller are given to the committee).

Korry: Who is soliciting the book?

Gentry: Quick Caller is an independent company and they are sort of the Yellow Pages for the cargo industry.

## **5. Parking Update**

Bauer: I am the Assistant Manager of Parking here at the Airport. I have been here since 2006 and came from the Minneapolis Airport where I was the General Manager of Airport Parking for two years and also spent 10 years at Disney World with their parking operation. I wanted to share with you an overview of our busing operation. At the end of the meeting, if anyone is interested in riding on one of our new Hybrid buses, please let me know.

- Parking facilities with shuttle bus operation:
  - Business Valet: unlimited spaces
  - Daily: 6,574 spaces
  - Remote: 1,425 spaces
  - Long Term: 9,386 spaces
  - Overflow: 4,006 spaces
  - Employee: 3,232 spaces
  - Total: 24,605+ spaces
- The Airport services an average of over 13,500 customers per day in its parking shuttle buses.
- Bus Fleet:
  - Four 40' Bluebird Coaches, Seated Capacity: 40
  - Twenty 35' El Dorado National Coaches, Seated Capacity: 26
  - Twenty-one Ford E450 Coaches, Seated Capacity: 15
  - Two Designline Electric Hybrids, Seated Capacity: 23
- Hybrid Buses:
  - Current diesel buses use 40 gallons per day on average
  - The new Hybrids are projected to use less than 30 gallons per day
  - Environmentally friendly
  - Engine operates independently from the driver's throttle pedal reducing emissions and fuel usage
  - Engine does not supply torque to turn the wheels and can be much smaller
  - Engine can be replaced with a fuel cell
  - Most efficient energy system when the bus is operated in stop and go modes
  - Transmission is eliminated
  - Will operate in pure electric mode
  - Regenerative braking power
- Team Members (City Staff):
  - 4 Supervisors and 4 Service Reps
  - 25 Regular Status, Full-Time Drivers
  - 70 Temporary Status Drivers (Full & Part-Time)
  - 61 Driver shifts on an average day

## **6. Director's Report**

### **1. Commercial Segment Filmed at Airport**

- Sir Purr, mascot of the Carolina Panthers, visited the Airport on November 14 to film scenes for a skit that aired Sunday, November 25 at the Panther's home game against the New Orleans Saints.
- The skit revolves around Sir Purr's trip to Hollywood for an appearance in an NBC commercial promoting Sunday night football.

- During his stop through CLT, Sir Purr visited Terminal Getaway, the Airport's spa, for a massage and get his hair brushed at the shoe shine stand, while taking time to greet his fans.

## **2. Neighborhood Task Force 2008 Meeting Schedule**

- February 21
- May 15
- August 21
- November 13

## **3. Annual Snow Rehearsal Held**

- The Airport's Maintenance division has completed its annual snow rehearsals.
- During these rehearsals, the Airport train and refresh personnel on snow and ice removal, related operational procedures and test Airport equipment's readiness and supply systems.
- The rehearsals are also an opportunity for crews to ask questions about the process to insure that the airfield remains open during inclement weather situations.
- During the rehearsal, classroom training is conducted to review the basic formation of the plow operations, deployment of snow teams, and responsibilities of other heavy equipment operators. Equipment (loaders, plows, motor grader, urea sprayer and Batts sprayer) is operated on a closed runway and the ramp area to simulate actual procedures.
- After the exercise, the team regroups to discuss the rehearsal and any changes that can be implemented.
- The department established this system in 2003 and has made minimal changes throughout the years. Since this system has been in place, the Airport has never closed due to its inability to clear snow/ice from the public areas or airfield.

## **4. US Airways Seeks New Service between Charlotte and Bogota, Columbia.**

- US Airways has applied with the U.S. Department of Transportation for daily service between Charlotte and Bogota, Colombia.
- The U.S. Department of Transportation is selecting carriers for 21 new flights to the South American nation.
- Charlotte is US Airways' largest hub in terms of daily flights -- 526 -- and nonstop destinations at 114. Customers throughout the United States will have easy, one-stop connection to Colombia with this proposed service.

## **5. NASCAR Store Opening**

- The new NASCAR store, located in the Atrium, will have its grand opening on January 18.
- HMS Host, the Airport's Master Concessionaire, will host the event.
- All committee members will receive an invitation.

Meeting adjourned at 9:00 a.m.

  
 T. J. Orr, Aviation Director

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