

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT
AIRPORT ADVISORY COMMITTEE**

**Minutes from the September 3, 2009 meeting
Piedmont Conference Room
8:00 a.m.**

Present

Stan Vaughan, Chair
Drew Riolo, Vice Chair
Joe Carpenter
Crystal Jackson
Shawn Dorsch
Russell McMillan
Morgan Edwards
Todd Fuller
Jeff Hay
Colvin Edwards
Ed McMahan

Staff Present

TJ Orr, Aviation Director
Lauri Golden, Customer Service Coordinator
Erika Helm, Community Outreach Specialist
Haley Gentry, Public Affairs Manager
Jack Christine, Airport Planner

1. Call to Order

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

2. Pledge of Allegiance

3. Welcome New Member

Vaughan welcomed Ed McMahan to the committee. McMahan is the Vice Chairman for Little Architectural Consulting and replaces Stan Campbell as a Mayoral appointee. He is appointed to one, three-year term.

4. Approval of the August 6, 2009 Minutes

The minutes were approved as written.

5. Business Agenda

1. Airport Security System Change Order

Action: Approve change order #2 with Johnson Controls, Inc. in the amount of \$842,480 for additional work to the security camera system.

Background:

In February 2008, Council accepted a grant in the amount of \$2,050,000 from the Transportation Security Administration (TSA) to provide a CCTV based security system at the checkpoints to replace a leased system.

- In July 2008, Council approved a contract with Johnson Controls, Inc. in the amount of \$449,724 to supply and install the system consisting of 300 cameras.
- In March 2009, Council approved a change order to the Johnson Controls contract in the amount of \$368,371 at the request of TSA for additional cameras to the system as well as removal of the old system.
- Subsequently, TSA has modified the checkpoints which require some camera relocation, along with additional cameras and equipment to meet their operational needs.
- TSA has requested this change order to provide the requested additions to the system which will be funded from the grant.

- A three year extended warranty for all of the installed technology has also been negotiated with rates fixed for up to five years.
- In addition to the above, this change order includes cameras for Airport Operations to upgrade the system installed in the 1980's that cover access control and parking toll plaza in the terminal.

Small Business Opportunity

N/A

Council Date: September 14, 2009

Edwards: This doesn't require any change of the budgeted amount?

Orr: No, it is actually not even our money.

Edwards: So it is within the \$2 million?

Orr: Absolutely.

Dorsch: Are these cameras mainly around the checkpoints?

Orr: There are about 300 cameras and they are pretty much everywhere. They are concentrated around the checkpoints, but they are spread out throughout the facility.

Carpenter: You got about a half a million on the first bid and then the other was for \$368,371. That comes to about one million but the action is for two million.

Orr: There was a previous change order. The first change order was for \$368,371 and the original contract was around \$450,000.

Edwards: So now we are up to about \$1.7 million?

Orr: Yes.

VOTING

- Motion for Approval: Carpenter
- Second: Dorsch
- All those in Favor: 10 (Fuller absent for vote)
- Opposed: 0

2. Airport Parking Deck Repairs

Action: Approve change order #1 with Camps Construction Company in the amount of \$166,875 for additional work to the hourly parking deck.

Background:

- In July 2009 Council approved a contract with Camps Construction Company of Matthews, NC for the Airport's Hourly Parking Deck repairs.
- This change order is for additional joint repairs.
- The original contract was a unit price contract. The Airport negotiated lower unit prices for the additional change order work.
- Funding for the base contract and this change order comes from General Airport Revenue Bonds, the debt service of which is paid for with parking revenues.

Small Business Opportunity

Established SBE Goal: 7%

Committed SBE Goal: 7.96%

All additional work involved in this change order will be performed by the current Contractor, and their existing subcontractors. This change order complies with Part D: Section 6 of the SBO Program

Council Date: September 14, 2009

Vaughan: You will all recall that these repairs are for the Hourly Parking Deck, until it is torn down and

rebuilt larger. With my experience with other parking decks that are similar, it is important to do this work now.

VOTING

- Motion for Approval: Carpenter
- Second: Hay
- All those in Favor: 10 (Fuller absent for vote)
- Opposed: 0

3. Airport Lost and Found Resolution

Action: Approve a resolution to allow the Aviation Director discretion to dispose of lost and unclaimed property in the manner he deems most appropriate.

Background:

- Often passengers travelling through Charlotte Douglas International Airport leave items in public spaces.
- CLT, the air carriers, TSA, and the airport's master concessionaire all have lost and found processes.
- CLT's process consists of retrieval, record keeping, storage and an exhaustive search for the owners of lost items. If owners are discovered, staff arranges reuniting customers with their property.
- Approximately 70% of the lost/unclaimed items are clothing or luggage, 10% small electronic items, and the other 20% miscellaneous items.
- If approved, after 60 days of storage and attempted reclamation, CLT would dispose of these items through local charitable organizations or would use for Airport purposes including law enforcement training.

Small Business Opportunity

N/A

Council Date: September 28, 2009

Carpenter: I have a question about the wording on that. It says "dispose of lost and found and unclaimed property in the manner he (Aviation Director) deems appropriate."

Orr: We struggled with this action because everyone has their favorite charity and didn't want to get too specific.

Edwards: Is there anything in the Airport that lets people know how long lost and found items will be retained?

Orr: We post that information on our website and have it available in an Airport brochure.

Edwards: I was just curious so that you prevent people from questioning why their stuff was thrown or given away.

Orr: We do go through the items meticulously to try and reconnect the item with the owner. We do return a lot of stuff with the owner.

VOTING

- Motion for Approval: Carpenter
- Second: Edwards
- All those in Favor: 10 (Fuller absent for vote)
- Opposed: 0

4. West Boulevard Relocation

Action: Approve a contract with the lowest responsive bidder for the construction of a portion of the West Boulevard relocation.

Background:

- Construction of the new runway has provided several new roads to serve the neighborhoods west of I-485. This portion of West Boulevard is the final portion of the relocation of roads obliterated by the construction.
- Because West Boulevard is a state road (NC 160), the Airport has been working with NC Department of Transportation for several years to develop an acceptable road alignment to accommodate the Airport's growth and the neighborhood's needs.
- To move the project forward, this contract will provide the grading of a portion of that road alignment from the I-485 interchange at Garrison Road that will be constructed by NCDOT this year to existing NC 160, as well as construction of a vehicular bridge that will span the tail track of the proposed intermodal facility at the Airport.
- Funding from this contract comes from a NCDOT Transportation Improvement Program Grant (\$1,700,000) and proceeds of the City of Charlotte 1999 Road Bonds.

Small Business Opportunity

Established DBE Goal: 10%

Committed DBE Goal: TBD

Summary of Base Bids

Bids will be received on September 8, 2009

Estimated Budget

\$5.3 million

Council Date: September 28, 2009

Carpenter: That funding, is it a combination of funds that came from NCDOT?

Orr: We have an old NCDOT grant for \$1.7 million. We have \$4 million in City of Charlotte 1998 Road Bonds and the rest is our money, which is either Airport, pay-as-you-go, or FAA grant. The total project will be about \$12 million. What you are approving is to award a contract, in the range of \$4 to \$5 million, to the lowest responsive bidder for the grading contract.

Carpenter: My son will be bidding on the erosion control. I think I need to abstain.

Vaughan: As Jerry mentioned, the estimated budget is \$5.3 million, but it will more than likely come in under budget.

Orr: We are expecting really good pricing and we expect a lot of competition.

VOTING

- Motion for Approval: Dorsch
- Second: Jackson
- All those in Favor: 10 (Carpenter abstained from vote)
- Opposed: 0

5. Airport Solid Waste Disposal Services

Action: Approve a month to month contract extension not to exceed \$450,000 for up to one year with Waste Management of the Carolinas, Inc. of Gastonia,

NC for solid waste disposal services.

Background:

- This contract was approved by council in November 2004 for three years with two, one year extensions.
- The airport is exploring a material recovery facility to process the airport's waste stream to become a more sustainable facility and reduce the environmental impact of the airport.
- The original terms, pricing and conditions of the contract will remain in place.

Council Date: September 28, 2009

Orr: All of the garbage that is generated at the facility, we put into compacters, which we pay for. We then pay to have that hauled to the landfill, which is then followed by a landfill charge. All of that cost adds up. To put that into context for you, we spend more on disposing a ton of garbage than a ton of asphalt costs. We constantly look at ways to keep that cost down. We have been working with a lady to do a waste audit. She came out here and sorted through our garbage to determine what's in the waste drain. The purpose is to determine how much of that is recyclable, how to go about doing that recycling and how much revenue you can generate from the recycled goods. She has a company that does that and we are working with her to see if we can establish a program where her employees would come out here and we would give them a space to operate in and would haul all the garbage to them. They would have staff to sort that garbage and handle the recycling. We can reduce our total garbage costs considerably and we can also divert a lot of waste from the landfill. Normally we would bid a contract for hauling off our waster. Since the contract is on the verge of expiring, what we want to do is extend their contract on a month-to-month basis while we pursue this to see if it will work.

Edwards: I heard something this morning about the City's recycling program. Is this exclusive from the City process?

Orr: Yes.

Edwards: Is there any intention to make it inclusive?

Orr: No, and I will give you an example. If you recycle cardboard, and we do so my tossing it in a container, we then get \$.10 for so many units. However, if you take that cardboard and bail it and take it to the recycler, you get close to a \$1. There is a tremendous range of what you can get for recyclable materials, depending on how you present them. Essentially, this lady will present them to the recycler in a way that maximizes what you get in return.

Vaughan: You commented earlier that you have made attempts out here to recycle, but I know there is a challenge because people will also throw garbage in the recycling containers and once it's polluted with food, it can't be recycled. This is an attempt to fix all of that and sort it. I attended the Council Meeting when Dr. Nicholson presented the Annual Report and there are a lot of interests from Council on recycling based on their questions. One council member wanted to know if we were going to put windmills out here. The point is that there is a lot of interest in this.

VOTING

- Motion for Approval: Carpenter
- Second: Edwards
- All those in Favor: 11
- Opposed: 0

6. FAA Grant Acceptance

- Action**
- A. Adopt a resolution accepting a Federal Aviation Administration (FAA) Airport Improvement Program grant in the amount of \$562,500 for the design of the Taxiway 'D' extensions; and**
- B. Adopt a Budget Ordinance appropriating \$562,500 in FAA grant funds and**

\$187,500 of Airport Discretionary funds to be repaid with Passenger Facility Charge (PFC) revenues and/or future General Airport Revenue Bond proceeds.

Background:

- The Master Plan Update, which was approved by City Council in 1997, showed the need for extending Taxiway 'D' on the east side of the airfield to increase capacity for aircraft using the general aviation facilities, as well as aircraft accessing the Air National Guard ramp.
- The FAA has offered the City an Airport Improvement Program (AIP) grant for the design of extensions to Taxiway 'D', which runs parallel to Runway 18L/36R. When constructed, these extensions will complete the taxiway so it is the full length of the runway.
- These grant funds will be used to reimburse the Airport for design costs associated with the taxiway extensions.
- Funding for the local share of this grant will come from either Passenger Facility Charge (PFC) revenues and/or proceeds from future General Airport Revenue Bonds.

Council Date: September 28, 2009

Edwards: Did they give you a logical reason as to why they need a second parallel taxiway?

Orr: No, they really didn't. It is a good project and we have considered it for a long time. It is especially good for the air guard because they are on that side of the field.

Fuller: Is it an extension or a new taxiway?

Orr: It is actually an extension.

Fuller: Do you have a blueprint yet for it?

Orr: We do have a sketch. It is an extension to the north and south and stops right where it goes to Bank of America's hangar. We will extend all the way down to the end of the runway. Then, traffic coming out of Wilson or the air guard will be able to access the runway without crossing it.

Fuller: Is there currently a City ramp? I know some airports have them for general aviation for a quicker turnaround.

Orr: You can do it at Wilson.

Fuller: So you have to go to the FBO?

Orr: We run the FBO.

Fuller: In some places the FBO is contracted out. It's not here?

Orr: No, it's not here. The FBO belongs to us. We have a management contract with Wilson. We pay them a flat fee, plus some profit share to staff and operate the FBO. All of the investment is ours and all of the revenue is ours. The business plan and pricing regimen is also ours.

Fuller: Has there been any discussion of a City ramp that would not be outsourced?

Orr: No. A long time ago we had a City gate at the terminal but you can't do that under the present security restrictions.

Fuller: It seems ramps like this have been done at other airports, so is there a way to do it and still comply with TSA restrictions?

Orr: At other commercial airports?

Fuller: Yes, at Cincinnati. They have two FBOs and a city ramp.

Orr: Is it staffed by anybody?

Fuller: No, I don't believe it is.

Dorsch: I am not sure if they have scheduled air carriers though.

Orr: There are different rules for commercial airports and GA airports.

Vaughan: Explain to me the advantages and disadvantages of what you are talking about.

Fuller: It could be debated. At some airports, their FBOs offer different services. But in some cases, you only need a 15 ft. by 15 ft. piece of asphalt to park a plane and meet someone, but don't need all the services. These are things that the FBO provides, but charges for them as well.

Orr: Most FBOs charge a ramp fee if you do that and don't buy any fuel. We do not charge the ramp fee here, so if you fly in to Wilson to drop somebody off, there is not a charge for that.

Fuller: I didn't experience that.

Orr: They charged you?

Fuller: I brought a friend during a slow time on a Saturday. They wanted to charge us \$15. I explained we were only there for a few minutes and were going to get a drink and they said don't worry about it this time.

Orr: We will fix that.

Riolo: I am surprised at that also. Normally, you can just come right in and drop someone off and then go right back out.

Orr: When Signature was here, they did have a ramp charge. I will double check that.

Carpenter: You said the timeline on this is real close. Did you say you negotiated the contract over the weekend?

Orr: Yes.

Carpenter: Is this with someone that has experience here?

Orr: Yes, Talbert & Bright, who have actually done some sketches for us over the years.

Riolo: The purpose of the taxiway is to allow military and general aviation to get in line for take-off and not cross the active runway. Now if you are on the military side and general aviation side and you want to take off on the east runway, you actually have to cross the runway to get in line for take-off. Once the taxiway is built, it will fix that. So from a safety standpoint, this is good.

VOTING

- Motion for Approval: Carpenter
- Second: Riolo
- All those in Favor: 11
- Opposed: 0

6. Status Reports

1. FY09 Passenger Survey Results

- CLT recently contracted with Phoenix Marketing International (PMI), a marketing research company based in New York, to develop and implement a customized passenger survey.
- Using a complete random approach, customers are asked to participate in a 10 to 15 minute survey which evaluates their experience in all aspects of their trip including parking, check-in, security, terminal amenities, signage, cleanliness, concessions, baggage claim and more.
- During FY09, PMI conducted monthly onsite customer surveys in the Airport gate area, obtaining 400 completed surveys for the year.
- Results for FY09 were recently presented to Airport Managers. The findings show approximately nine out of ten passengers surveyed (89%) rate their Overall Satisfaction 'highly' at CLT.
- PMI's Travel & Leisure Department specializes in capturing the needs, wants and desires of airport customers by working with airlines, the TSA and many other airports such as Denver, Dallas Fort Worth, La Guardia, Los Angeles, Miami, Minneapolis-St. Paul, Newark, O'Hare, Washington National, San Diego, Tampa and Seattle-Tacoma.
- The purpose of the survey is to learn what CLT passengers think of their entire airport experience as well as learn where the Airport is performing well and what areas CLT need to focus on. The survey helps CLT prioritize its resources by focusing on areas which are lowest performing.
- Within the first year of the survey, the results have been used to justify and/or confirm the need for a variety of improvements including:
 - Adding charging stations in terminal (due to lack of power outlets)
 - Improving the splash page for WiFi Internet access
 - Improving baggage delivery
 - Availability of Flight Information Display monitors
 - Comfort/design of checkpoint area (lines appear longer than they actually are)
 - Improving roadway signage

- CLT ranks above the industry average in most categories:

	Charlotte	Industry Average
Terminal Facilities	92%	65%
Getting to the Terminal	92%	65%
Check-in Experience	91%	65%
Service at Security Chkpt.	88%	90%
Food and Beverage	81%	45%
Retail Services	80%	45%
Gate Area	77%	65%
Baggage Delivery	78%	65%
Leaving the Terminal	80%	65%
OVERALL SATISFACTION	89%	65%

2. Annual Report

- On August 24, Dr. Henry Nicholson, Airport Advisory Committee Chairman for FY09, presented the Airport's Annual Report to City Council.
- This year's report is in a video format rather than the traditional print format. The transition to video allowed the Airport to use video footage and still photography from various video projects that were completed during the past 12 months, reducing project costs by 80 percent.
- The video is shared with the committee.

3. FAA Inspection

- The Airport received three deficiencies during its annual Federal Aviation Administration (FAA) Airfield Inspection held in July.
- The three areas cited were:
 - Maintenance of the safety areas where the new taxiways connect to the existing runway system
 - Two fuel trucks that were stopped too close together
 - The Fire Department's training records
- CLT was examined in the following areas: pavement conditions, airfield signage, lights, safety areas, approach zones, firefighter drill response, wildlife hazardous management plan, self inspection records, airport certification manual, fueling operations and various training records.

4. FAR Part 150 Update

- The Airport is currently updating its FAR Part 150 Noise Compatibility Program, a federally-funded program that focuses on balancing the Airport's operational needs and its impact on the surrounding community.
- Three Public Meetings on the FAR Part 150 Noise Compatibility Program have been held regarding the update. All three meetings included brief presentations by Aviation Department staff and study consultants. Members of the public were allowed to ask questions and submit written comments.
- There are three types of measures being updated:
 - Noise Mitigation Measures
 - Land Use Measures
 - Noise Abatement Measures
- In the new program, the new mitigation measures the Airport is looking into are sound insulate homes, purchase aviation easements, or acquire eligible homes in the 2009 and 2014 60 DNL noise contours. The Airport has previously worked within the 65 DNL.

- With the introduction with quieter aircraft, the noise contours have shrunk. The current 60 DNL noise contour, based on the noise maps, is comparable to the previous 65 DNL noise contours.
- Concerning the noise abatement measures, the Airport is working to:
 - Provide the capability to monitor flight tracks based on radar data from the FAA STARS system or from a passive system.
 - Use four runways from 0600 to 2300 and use all but runway 18R/36L from 2300 to 600.
 - Develop and implement revised departure procedures to provide more than one departure path from each departure runway.
- The next steps in the study include:
 - Complete Draft Report
 - Noise Exposure Maps
 - Updated Noise Compatibility Program
 - Give Draft to FAA for Initial Review
 - Hold Public Meeting during Fall
 - Complete Final Report
 - Submit Final Report to FAA by end of 2009

7. Director's Report

1. Third Annual Runway Run/Walk Scheduled

- Registration is open for the third annual Runway Run/Walk, scheduled for 8:00 a.m. on October 31. The Airport is aiming for 1,000 participants.

Miscellaneous Discussion

Carpenter: I heard on the news you applied for some stimulus funds and was turned down. Is that a significant thing?

Orr: We applied for \$2 million in stimulus funding to pay for the runway work we recently completed. I went to Washington and thought I had been promised that funding and then it was taken away.

Carpenter: Were you given a reason?

Orr: No.

Carpenter: I have been trying to figure this out too because our county has also been trying to get some funding.

Orr: There is a tremendous amount of money that went to some Airport's with insignificant projects.

Vaughan: I would like to remind all members of the attendance requirement and to try and keep up with that. We have a great board and I would hate to lose someone because they haven't met the requirement. If you have any questions about that, staff can help and let you know where you stand.

Meeting adjourned at 9:10 a.m.


 T. J. Orr, Aviation Director

Distribution:

Mayor & City Council

Curt Walton, City Manager

Stephanie Kelly, City Clerk

Jeanne Peek, City Boards and Commissions Clerk

Ronnie Bryant, President/CEO, Charlotte Regional Partnership

M. Schuster, UNCC Library

Art Fields, Chamber Av. Committee

Bob Morgan, Charlotte Chamber