

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT
AIRPORT ADVISORY COMMITTEE**

**Minutes from the September 2nd, 2010 meeting
Piedmont Conference Room
8:00 a.m.**

Present

- Drew Riolo, Chair
- Shawn Dorsch, Vice Chair
- Joe Carpenter
- Scott Culpepper
- Crystal Jackson
- Colvin Edwards
- Todd Fuller
- Ed McMahan
- Russell McMillan
- William Taylor
- Stan Vaughan

Staff Present

- TJ Orr, Aviation Director
- Erika Helm, Community Outreach Specialist
- Rebecca Simensen, Liaison to the Director

1. Call to Order

Chair Drew Riolo called the meeting to order at 8:00 a.m.

2. Pledge of Allegiance

3. Introduction of Guests:

Paul Davis

4. Introduction and Recognition of New Member – Scott Culpepper

Riolo: We have a new member. Scott Culpepper is joining us as a Mayoral Appointee and we are happy Scott will be with us for the next three years. We welcome Scott. Scott, would you like to share with us your interest in Charlotte and the Airport?

Culpepper: Absolutely. Several people have asked me about my background in aviation, which is extremely limited. My interest and passion is the City of Charlotte. I am a native Charlottean, and I believe that the quality of the services that we provide at the Airport directly impacts the economy of Charlotte and I am really interested in trying to represent those interests.

Riolo: Thanks, Scott. We are certainly glad you are with us.

5. Approval of the August 5, 2010 Minutes

The minutes were approved as written.

- Motion: Carpenter
- Second: Vaughan
- Vote: 10-0 (Dorsch absent)

6. Business Agenda

1. Aircraft Deicing Operator

- Action:**
- A. Approve a three-year contract with Contego Systems, LLC to operate a consolidated aircraft deicing facility at Charlotte Douglas International Airport.**
 - B. Approve the issuance of a purchase order to US Airways, Inc. in the amount of \$XXX,XXX for the acquisition of their remaining glycol fluid on site.**
 - C. Approve the issuance of a purchase order to Piedmont Airlines, Inc. d/b/a US Airways Express in the amount of \$XXX,XXX for the acquisition of their remaining glycol fluid on site.**
 - D. Approve a contract with Aviata Systems, Inc. without competitive bidding as authorized by the Sole Source Exemption under NCGS 143-129 (e) (6) in the amount of \$130,000 for the acquisition and installation of IceGuard computer monitoring equipment on 20 deicing trucks.**
 - E. Approve a budget ordinance appropriating \$130,000 from the Passenger Facility Charge Fund for the acquisition of the IceGuard System.**

Background:

- Winter storms require the removal of ice and snow from aircraft prior to takeoff. The process is called deicing, which is accomplished by spraying a mixture of warm water and glycol on the aircraft.
- Currently each airline is responsible for deicing their own aircraft. There are a number of deicing locations on the airfield that the airlines use for this operation.
- The Environmental Protection Agency (EPA) has been studying the aircraft deicing process on a national level and has issued a notice of proposed rulemaking that will require the collection of a percentage of glycol run off.
- The impending glycol collection requirement by EPA prompted the Airport and the airlines to review the deicing operation to determine how the collection would be accomplished.
- The end result was that the Airport would construct a consolidated deicing facility utilizing Runway 5/23 that includes a drain collection system to capture the excess glycol.
- It was also decided that the Airport should perform the deicing operation utilizing a third-party operator that specializes in this type of operation.
- In April 2009, the Airport advertised a Request For Proposals (RFP) to select a qualified operator.
- A selection committee of airline representatives reviewed the proposals and conducted interviews with a number of firms and selected Contego Systems, LLC as the preferred vendor based on the company's relevant experience, the management personnel's experience, and pricing.
- The airlines will pay a use charge that will reimburse the Airport all costs incurred.
- Actions B&C will purchase the remaining ??? gallons of glycol fluid from US Airways and US Airways Express, which will be used by Contego before acquiring future shipments of fluid for the upcoming winter season.
- Action D will fund the acquisition and installation of 20 IceGuard glycol monitoring systems in the deicing trucks that will be used this coming season. The units track the gallons of glycol sprayed per aircraft for performance analysis and billing.
- The units will be reinstalled in new deicing trucks that the City will purchase to operate the system starting next year.

Contract Terms:

- This contract will provide the labor and glycol fluid required for the deicing operation.
- The contract term will be 3 years.
- The terms for the Aviata Systems contract include delivery and installation of the systems within 49 days.

Small Business Opportunity:

Established SBE Goal: 0%

Committed SBE Goal: 0%

Pursuant to Section 5 of the SBO Program, no SBO utilization goal was set for this contract because subcontracting is not anticipated.

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Edwards: Who will the trucks belong to?

Orr: The Airport.

Edwards: Are we going to be reimbursed for the use of the truck and the materials?

Orr: Yes, sir.

Edwards: So, it is going to be a cost-transfer kind of system?

Orr: That is right. It is just like we are running a business, but no profit.

Edwards: That is my question. Are we going to make a profit?

Orr: No.

Taylor: With doing this in a central location, what logistical issues might arise?

Orr: It actually makes it easier. The newer rules with respect to deicing give you so many minutes from being deiced to wheels up in certain situations. So, having them all in a very organized and control format makes it much easier to deal with that. If you get deiced and you are doing it in six different places, it is really hard to organize all of that. And if you run out of time, it is pretty disastrous because you have to go all the way back and get deiced again.

Fuller: When is the 5/23 slated for permanent closure?

Orr: Someday, but that is a good ways out.

Fuller: Do you think that doing the deicing on 5/23 will have a measurable impact on the take-offs and landings?

Orr: No, that is the way we have done it for 15 or 20 years. In a snow event the traffic slows down so you don't have as much demand. There is more spacing between aircraft and we need to keep those runways cleaned off so typically we go to purely a parallel operation in a snow event.

McMahan: How many trucks will you operate at the same time to deice the aircraft?

Orr: There will be 24 initial trucks. We are buying 28 new trucks.

McMahan: You will be doing all of that deicing at one time with all of those trucks?

Orr: Yes, they will all be running.

Carpenter: Is the collection system in place for the run-off or will we incur additional expenses?

Orr: Well, that project has not been completed yet and is not in place. That will be an additional expense that will be paid for with FAA grants and bonds, the debt service of which is paid for with PFC revenues. So, essentially there is no expense there to reimburse.

Edwards: What is US Airways going to do with their trucks? Are we going to buy them?

Orr: Absolutely not. They will redistribute their trucks to their other operations. We are just leasing them this one year.

Riolo: The deicing and anti-icing has become a very rigid procedure. As you may remember, there was a crash at LaGuardia of a US Airways plane going from LaGuardia to Cleveland. So that has been strictly regimented now. So, what happens is you want to be in the queue before you get deiced or anti-iced. After you get deiced or anti-iced, you want to proceed immediately to take-off because you have a grid procedure you look at based on the outside temperature and moisture conditions versus the time and the type of glycol you have on the airplane. So, if you have an ice storm that is on-going at the time and you get deiced, you might have only 2 minutes before you have to take-off or go back in the queue again. On the other hand, if you have light snow and the highest category of glycol put on the plan, you might have up to 25 minutes. So, what you want to do is remain in the queue has you enter 5/23 ahead of time. After you are deiced, you want to proceed directly to the departure part of the runway. That is why we found on 5/23, that is the best way to do it is to get the queue behind the deice or anti-ice and then get the planes immediately to take-off.

Orr: Let me make one more comment on this motion. I have told you previously that the airlines are going to have to focus on their core business if they are going to be successful and they are going to have to contract out those things that they do not do well and that are not a part of their core business. And this is one very good example of it, and as we go forward, you will see more airports taking on more of the load of doing those things that the airlines don't do very well for themselves.

Motion: Edwards
 Second: Dorsch
 Vote: 11-0

2. FAA Grant Acceptance

Action:

A. Adopt a resolution accepting a Federal Aviation Administration (FAA) grant in the amount of \$5,246,089 for Airport projects related to the new runway; and

B. Adopt a Budget Ordinance appropriating \$5,246,089 in FAA grant funds and transferring \$3,670,000 of 2007 Series B General Airport Revenue Bonds to the Debt Service Fund.

Background

- Each year, the Airport qualifies for FAA entitlement funds based on passenger enplanements under the Airport Improvement Program. On March 8, 2010, City Council accepted a grant that included 75% of the FY2010 entitlement funds. The remaining 25% of the entitlement funds were authorized recently by Congress, and the FAA has offered the City a grant agreement in the amount of \$5,246,089.
- This grant will be used to fund a portion of the costs associated with the Grading and Drainage, Utilities Relocation and Taxiway 'V' elements of the new runway.
- On August 16, 2007 the City issued \$47,570,000 in variable rate General Airport Revenue Bonds (Series B).
 - A portion of the proceeds from these bonds fund the grading and drainage for the new runway.
 - It is the intent of the City to redeem up to \$13,078,473 of these bonds upon receipt of FAA grants.
 - The budget ordinance transfers \$3,670,000 in appropriated bond funds, replaced by the receipt of this grant, to the Debt Service Fund to redeem a portion of the federal share of the outstanding debt.

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Edwards: Will the City Council have to sign off on receiving this grant?

Orr: Yes, sir.

Edwards: So it is coming up in the next meeting?

Orr: Yes, the 13th

Edwards: What portion of this is funneled through the North Carolina Aviation Division?

Orr: None.

Edwards: So, we only receive grants from them?

Orr: Yes, we are a big airport and we receive all of our federal money directly from the FAA. The state has a program called the State Block Grant Program where the FAA gives the State Department of Aviation a couple million dollars which they distribute to airports in the state. We do not get any of that money. We get some North Carolina State Grant money, but it is only about \$500,000.00 a year – a mere fraction of what we sent to them in fuel taxes.

Motion: Vaughan

Second: Fuller

Vote: 11-0

3. Neutral Host Distributed Antenna System

Action: A. Approve an agreement with Gulf Coast Real Estate Consultants, LLC in an amount not to exceed \$[INSERT] for the design, installation, operation and maintenance of a Neutral Host Distributed Antenna System; and

B. Adopt a Budget Ordinance in the amount of \$[INSERT] from the Airport Discretionary Fund to be repaid with future Airport Bonds and/or Passenger Facility Charge Revenues.

Background:

- Approximately 34.5 million passengers passed through the Airport in 2009, most of whom required the use of a cellular device during their visit to the Airport.
- Cellular service in the terminal building of the Airport is currently provided by a beacon tower located to the north of the terminal building.
- The cellular coverage provided by the beacon tower is insufficient in many areas of the terminal building resulting in sub-optimal cellular reception for the passengers, air carriers and the Airport's lessees, contractors and employees.
- A distributed antenna system ("DAS") would resolve the cellular coverage insufficiencies in the terminal building of the Airport.
- In February of 2010, the Airport solicited proposals from firms interested in designing, installing and operating the DAS.
- Initial evaluation of the proposals and the proposers' qualifications, experience and financial information yielded a short list of four (4) proposers. Gulf Coast Real Estate Consultants, LLC ("GCREC") was selected following completion of the interviews.

Contract Terms:

- GCREC will design, install, operate and maintain the DAS for an amount not to exceed \$3,159,728.50.
- GCREC will assist the City in negotiating lease agreements between the City and the cellular carriers for access to the DAS.
- GCREC will maintain and monitor the DAS for three (3) years with the City having the option to extend arrangement for two (2) additional one (1) year terms for an annual fee of \$[TBD].

Small Business Program:

No SBE utilization goal was set for this contract because subcontracting opportunities were not identified (Part C: Section 2.4 of the SBO Policy).

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Motion: McMahan

Second: Dorsch

Vote: 11-0

4. Airport Fire Truck Acquisition

Action: A. Approve the acquisition of a remanufactured airport fire truck from Company Two in the amount of \$350,000.

B. Adopt a budget ordinance in the amount of \$350,000 from the Airport Discretionary Fund to be replaced with future grant proceeds, future General Airport Revenue Bond proceeds, and/or Passenger Facility Charge (PFC) revenues.

Background:

- The Airport is required by Federal Aviation Regulations (FAR) to provide Aircraft Rescue and Fire Fighting (ARFF) equipment on the airfield for aircraft operations.
- The amount of ARFF equipment required is determined by an index based on the size of aircraft operating at the airport. CLT is an Index D airport.
- Index D requires the Airport to have three (3) ARFF vehicles with a combined water capacity of at least 4,000 gallons and 500 lbs. of extinguishing agent. In an emergency, the first vehicle must arrive at the scene within 3 minutes and the other two vehicles within 4 minutes.
- The six (6) ARFF vehicles currently on the Airport include equipment owned by the Airport and other equipment owned by the North Carolina National Guard.
- The opening of the new runway on the west side of the airfield requires an additional fire station that must have a compliment of three (3) ARFF vehicles in order to comply with the response time requirements in the FAR regulations.
- This action will acquire a remanufactured 1993 E-1 Titan fire truck with a water tank capacity of 3,000 gallons. It will supplement the existing ARFF equipment, serving as a back-up vehicle while maintenance is performed on other trucks, as well as provide additional fire fighting capacity in the event of an emergency.
- Company Two is a quality company that specializes in remanufacturing fire equipment. This truck has been remanufactured from the chassis up and is in excellent condition at 1/3 the cost of a new truck and is available now. As a general rule, airport fire equipment gets very limited use because it stays on the airfield.

Contract Terms:

- The cost of this truck was negotiated by the Charlotte Fire Department on behalf of the Airport based on the condition of the vehicle. The truck was inspected and tested by the Fire Department prior to negotiating the price.

Disadvantaged Business Opportunity:

Established DBE Goal: 0%

Committed DBE Goal: 0%

The Federal DBE Program neither requires nor permits goals for every contract. The City must meet its overall goal by using a mix of contract goals and race-neutral means.

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Dorsch: Are some of the fire trucks owned by the National Guard and some owned by us?

Orr: Yes. About half are owned by the National Guard and about half are owned by us. The guard maintains their trucks and we maintain our trucks. They are all currently staffed by Charlotte City firemen whose total cost is reimbursed by the Airport.

Dorsch: Has the Guard also been acquiring new trucks over the last year and half or so in advance of the new runway a we have?

Orr: No. They have acquired only one truck. DoD funds are pretty thinly spread and it has been very difficult getting additional equipment.

Motion: Carpenter

Second: Jackson

Vote: 11-0

5. Airport Fire Station Access Road

Action: A. Approve a contract in the amount of \$1,257,500 with Clary Hood Inc. for construction of a new fire station access road.

B. Approve the transfer of previously appropriated Federal Aviation Administration Grant Funds (\$1,125,000) and Airport Discretionary Funds (\$375,000) for the project.

Background:

- On August 28, 2006 City Council approved the appropriation of \$1,125,000 in FAA Grant Funds and \$375,000 of Airport Discretionary Funds to fund a portion of the Airport Fire Station construction cost.
- On July 27, 2009 City Council approved a contract with Edison Foard, Inc to construct the new Airport Fire Station, as well as appropriated \$6,600,000 in Military Construction Cooperative Agreement funds, to fully fund the construction of the Airport Fire Station.
- Final construction costs were significantly under budget, which will allow the transfer of the prior FAA Grant and Airport Discretionary funds to the access road project.
- During construction the vehicles accessed the station site by way of a temporary road that ran through the area that will ultimately be in the intermodal facility storage yard.
- This contract will construct a new road from the station to the relocated West Boulevard along the eastern edge of the intermodal yard.

Contract Terms:

- This contract was bid on a unit cost basis.
- The contract duration is 150 calendar days.

Disadvantaged Business Enterprise:

Established DBE Goal: 10%

Committed DBE Goal: 10%

Clary Hood committed 10% (\$129,255) of their base bid amount to four certified DBE companies: All Points Trucking, Inc. (stone and hauling), Evergreen Landscaping, LLC (erosion control), Bear & Co. Signs & Lighting, Inc. (signs and traffic control) and Martin Landscaping Co., Inc. (seeding/mulching/matting).

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Orr: We took bids and this is a very, very low bid.

Dorsch: Are you concerned he cannot get it done for that much?

Orr: No. Only because I know that if he can't, I can.

Dorsch: Have you worked with this company before?

Orr: Yes. These days you can never be certain a contractor can complete a job because these are tough times.

Vaughan: Jerry, we usually see a list of the bidders, but I don't see that.

Orr: No, you don't. We will fix that.

Motion: McMahan

Second: Taylor

Vote: 11-0

6. Airport Merchandise Concession

Action: Approve an agreement with The Paradies Shops, LLC ("Paradies") to provide retail concessions in the passenger terminal at the Airport for \$9.9 million in rent plus 50% of its profits.

Background:

- On June 8, 2009, Council approved a five year extension of the food and beverage portion of the Airport's master concession agreement with HMS Host. The retail portion was terminated but continued on a month-to-month basis until a new retail concession agreement could be implemented.
- In a Request for Proposals ("RFP") dated December 28, 2009, the Airport solicited proposals from firms qualified to and interested in operating non-exclusive merchandise concessions in the passenger terminal building ("Terminal").
- The Airport currently has 34 retail concessions comprising 33,124 square feet. In response to the RFP, the Airport received 158 different proposals from 22 different proposers. Three of those proposers, the largest in the industry, proposed on all the retail venues.
- The Selection Committee analyzed the proposals, interviewed the three companies who proposed on everything, and discussed the goals of the program and the ways in which the proposers sought to meet those goals.
- The Selection Committee concluded that it was in the best interest of the City to award the contract to one concessionaire in order to enhance operational efficiency, maintain consistent appearance and service, and maximize flexibility as the Airport continues to expand.

- The Selection Committee then unanimously recommended that Paradies be awarded the retail concession.
- Paradies will bring a variety of exciting new concepts and national brands to the Airport and will help the Airport to meet its Airport Concessions Disadvantaged Business Enterprise ("ACDBE") goal.
- All of the ACDBEs that have operated retail venues at the Airport under Host will continue to operate under Paradies, with the exception of two operators who will maintain a substantial food and beverage presence.

Contract Terms:

- The term is five years from the date of beneficial occupancy of the last retail venue or two years from the contract effective date, whichever is earlier.
- Paradies will pay rent to the City at the rate of \$63.14 per square foot for approximately \$1.9 million annually.
- Paradies will also pay 50% of profits, whether earned by it or its subtenants, to the City. Paradies estimates the profit share payable to the City will be approximately \$6.5 million-\$7.9 million annually.

Airport Concession Disadvantaged Business Opportunity:

Established ACDBE Goal: 20.6%

Committed ACDBE Goal: 26%

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Riolo: We would like to thank Mr. Vaughan and Mr. McMahan who served on this committee. Would you like to comment on this process please?

Vaughan: I thought it was a very fair, open process. We went into with one idea and based on the interviews and the comments of the retailers, we went in another direction. I do feel comfortable that it was a very fair process for all of the proposers and I think we ended up with the best deal for the Airport, the City and the citizens of Charlotte.

McMahan: I totally agree with that. It was exactly what Stan said. Haley did a wonderful job of organizing the presentation, getting us facts. I don't have my notes, but I feel very strongly we made the best recommendation. The people that have seen other Airports – one of the committee members was a US Airways rep and she had traveled to other Airports – and she said she had seen some of Paradies' airports and felt that this is a step in the right direction. We think the shops will be better, will be stronger. It was very exciting and I completely support the committee's recommendation.

Carpenter: Is there any connection between the retail stores and the food services?

Orr: No. Not under this contract. They will be separate.

McMahan: Host will continue with the food and beverage contract.

Orr: Right.

McMahan: How long does that contract last?

Orr: Five years.

Riolo: I think there are two things to note on this. The first is that if the concessionaire profits, the Airport profits. We are in a partnership of 50% of the profits. The second is the Disadvantaged Business Opportunity on the bottom of page 6 and how it is succeeded from one in five to one in four. Would anyone like to make a motion on this?

Motion: Vaughan

Second: Edwards

Vote: 11-0

7. East Terminal Expansion

- Action:**
- A. Approve a contract in the amount of \$XX,XXX,XXX with XXXXXXXX for construction of the East Terminal Expansion.**
 - B. Approve a contract in the amount of \$473,800 with Mactec Engineering and Consulting, Inc. for construction materials testing and Special Inspection services for the East Terminal Expansion.**
 - C. Adopt a Budget Ordinance appropriating \$XX,XXX,XXX from the Airport Discretionary Fund Balance to be repaid from proceeds of future General Airport Revenue Bonds, the debt service of which is paid with Passenger Facility Charge (PFC) revenues.**

Background:

- The terminal lobby experiences very high passenger volumes on a regular basis, with extensive lines at airline ticket counters and the passenger security checkpoints. The East Terminal Expansion project will increase the terminal lobby capacity and reduce the processing time for local passengers using the Airport.
- On July 27, 2009 City Council approved a design contract with DAS Architecture, Inc. for the design of the East terminal Expansion.
- This project will construct an expansion to the east side of the terminal lobby to accommodate a fifth security checkpoint, additional airline support space, and public circulation space.
- The project will also include an expansion of the international arrivals baggage claim and baggage re-check areas, which will allow passengers to collect their baggage and re-check that baggage, if necessary, to connecting domestic flights in a more expedient manner.

Contract Terms:

- This contract was bid on a lump sum basis.
- The contract duration is 540 calendar days.

Small Business Enterprise:

Established SBE Goal: 12 %

Committed SBE Goal: %

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Orr: This will be bid this afternoon.

Carpenter: The long term plans are to put an international terminal on the west side?

Orr: Yes.

Carpenter: How will this fit in?

Orr: It will fit in just fine. It will take a while to complete the international terminal and we will still have 14 gates on D Concourse for bigger airplanes and 50 gates on E Concourse for the regional carriers, so there is still a tremendous amount of traffic on that end of the building. We board more people on the E Concourse currently than any airport in South Carolina.

Culpepper: Will those checkpoints be accessible to anyone other than International travelers?

Orr: Yes, sir.

Riolo: If you went through TSA security screening this morning, you will note that another additional checkpoint would really help. When you arrive internationally, it is a five-step process you have to go through. First you have to get your passport checked, then you have to pick up your bags, then you go through Customs process. Then if you are connecting you have to recheck your bags and then go through security. We have the other 4 that flow really fine down there in the late afternoon. It is this security checkpoint which backs everybody up and frustrates people because there is only a certain amount of time for them to make their connection. And this will relieve that congestion.

Edwards: These are really large aircraft. When that Lufthansa plane lands and people come out, it consumes that entire area.

Riolo: That is correct. When Lufthansa comes in with their Airbus 340 which will seat up to 400 people and it arrives from Munich at the same time as flights from Frankfurt, Rome and Paris with up to 300 people each. Then there are the additional 17 flights from the islands, and this is where the congestion happens. We have been very successful in the first four steps of moving everyone along quickly. The problem is this, and the East Terminal Expansion will solve this problem with security.

Edwards: Your passenger pre-boarding area on D Concourse, is that part of the expansion also?

Orr: The gate area?

Edwards: Yes.

Orr: No. That is not part of the expansion.

Edwards: Eventually are you going to consider it?

Orr: Probably not on the D Concourse. That would be very difficult.

Edwards: You will expand it somewhere else.

Orr: We will probably expand it on the B Concourse eventually.

Edwards: The reason I ask if that when that Lufthansa plane is getting ready to board, that D Concourse is overwhelmed.

Orr: We are running a lot of people through here.

Vaughan: I notice that the contract is listed as a 540-day duration. Based on that, what is your timeframe for starting and finishing?

Orr: We will start by early November.

Vaughan: So finish somewhere in the summer of 2011.

Orr: Yes, or sooner. 540 days is way too long.

Motion: Vaughan

Second: Carpenter

Vote: 11-0

8. Airport Land Acquisition – 8918 Byrum Drive

Action: Approve the acquisition of 1.57 acres of property at 8918 Byrum Drive for the negotiated price of \$235,000.

Owners: Thomas Stephen Autry

Property: 8918 Byrum Drive

Property to be acquired: 1.57 acres

Improvements: warehouse/office building

Purchase Price: \$235,000

Remarks: The purchase price was determined by two independent Member Appraisal Institute (MAI) appraisers and was reviewed by a third MAI 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: BD Use: warehouse/office

Tax Value: \$209,200

Tax Code: 141-201-05

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Motion: Dorsch

Second: Carpenter

Vote: 11-0

7. Status Reports

1. 2010 Report to the Community Video

Orr: Each year, Council requires this committee to make a report to them on the activities of this committee. Haley has cast the report this year as a video, which she is going to show us. Stan will deliver this to City Council as part of the workshop next Tuesday at 5:00.

Gentry: We chose once again to create this report in video format. It saves a great deal of money. We also used a member of the public affairs team in the creation. Lee Davis is the voice you will hear on the video.

Riolo: One of the things I always like to note to different audiences is that operationally we operate the 8th busiest airport in the world. If you take out our noise abatement times from 11:00 to 6 or 7 in the morning, an airplane takes off or lands at Charlotte Airport every 38 seconds, so we run quite an operation.

2. City Council Workshop

Orr: City Council will be out here next Tuesday at 5:00 and we have put together a show and dance for them to get a feel of what we do out here, how we do it, and where we think we are headed.

Riolo: You are certainly welcome to come and watch Stan's presentation on Tuesday, the seventh.

Orr: And it will be in what is currently the Aviation Museum which is located in the old Wachovia hangar.

3. Solar Panels

Orr: As you know, we are adding solar panels to the roof of the BiLo building, which is a 130,000 square foot abandoned big box that used to house a BiLo grocery store among other shops. We are putting a new roof on a portion of the roof. We had previously put a new roof on the other portion of the building. The solar panels will occupy a portion of the roof. It is under construction right now. They are working on the roof and will then install the solar panels. This will be up and running by Thanksgiving.

4. Checkpoint A Reopens

Orr: We have Checkpoint A reopened and it is working very, very well. Checkpoint A and Checkpoint B have both been doubled in size and they work very well. The recurring problem is that even though we have added lanes, the TSA does not staff all the lanes and additional lanes won't process more people unless you open those lanes. So, I don't know how to address that, but to get the lines shorter they have to staff the lanes.

Riolo: It has been my experience that the body scanner slows things down. With the previous generation, when you were scanned you just walked through. Now, with the body scanner you have to stand there for seven seconds and turn and stop and be looked at. It adds a layer of safety, but it does slow things down.

Orr: And they are telling you to put your hands up and there are all kinds of ways to put your hands up. It just takes a lot of time.

Vaughan: I would like to report to you that I went through Checkpoint A this morning and we were greeted by one of the most pleasant TSA employees that I have ever come across.

5. Customer Service Training

Golden: Good morning, I am Lauri Golden and I am with the Public Affairs Department. I have instituted, along with Jennifer Long, the Customer Service Training Program that is managed out of our Public Affairs Department. About a year and a half ago, we created a Customer Service Training Video that is part of the badging process for all employees that receive an Airport badge. They watch a video that outlines CLT's standards of service – what we ask of you when you work at the Airport. It talks about sleeping in public, using electronic devices while you are on duty, and things like that.

What we have decided to do is add another layer to that for City of Charlotte employees, which are the 329 people that work for Mr. Orr. This is a more in-depth overview that talks about the Airport, our organization, and various passenger amenities in the Terminal. This includes our first-line employees, such as our International Arrivals assistant, our bus drivers as well as our contract employees. We also have included our Visitor Info Counter staff, which focuses on tourism and hospitality.

Our goal is to reach out to all Aviation Department employees with this training, talk with all of our contractors and other employers based in the Airport to add this training to their process.

Gentry: We are working with US Airways to have our training become part of their hiring process.

Golden: We will also be contacting our other tenants such as HMS Host and Paradies.

6. Director's Report

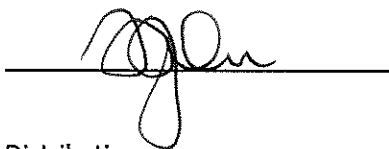
Guests:

Paul Davis: I thank you the opportunity to have a minute or two to speak. My name is Paul Davis and I was here last month. I am here as a private citizen. I am here representing a group of people that live in about 14 neighborhoods, anywhere from 7 to 15 miles from the Airport. Since I was here last, through the Freedom of Information Act, not because they love me, I was able to get a lot of data information from the Federal Aviation Administration since that last meeting. I now have the documents to verify the fact that we have basically traffic to the extent of 450 flights a day most days flying the exact same track down the area through Charlotte that cuts over neighborhoods and developments. Mr. Orr has told me the FAA has said that it is not his jurisdiction and that he should not worry about it, so I am here to tell you that we have planes flying 2,000 to 4,000 feet every day, all day long every 38 seconds for basically 18 hours a day.

Mr. Orr is on record both in public records as well as private conversations with me that he is against this. He is for dispersion of aircraft beyond 2 miles from the Airport. He is working towards this. The FAA is basically screening this and does not want to deal with this. I have spoken with the people they recommended and they do not want to speak to us as a private community of people. They basically say that everything that Mr. Orr has said is untrue, that the Airport is fine with these RNAVs and that there are not any issues. There are significant issues. The FAA Part 150 has not been submitted yet and it is critical that this group plays a role in making sure that this document is not completed with this super concentration of flights. That will be the building block for us to approach the FAA to request the dispersion of flights. This can be done – it is not rocket science. People are literally under a railroad track of airplanes. This is an extremely serious issue. I want to go on record as saying this Airport and its director are against what is happening and the FAA is not cooperating.

Adjournment:
Motion: Edwards
Second: Jackson
Vote: 11-0

Meeting adjourned at 9:05 a.m.



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