

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT  
AIRPORT ADVISORY COMMITTEE**

**Minutes from June 7, 2012  
Charlotte Douglas International Airport  
Piedmont Conference Room  
8:00 a.m.**

**Present**

Drew Riolo, Chair  
Shawn Dorsch, Vice Chair  
Todd Fuller  
Russ McMillan  
Ed McMahan  
Crystal Jackson  
Scott Culpepper  
Pamela Bennett  
Morgan Edwards

**Staff Present**

T.J. Orr, Aviation Director  
Jennifer Long, Customer Relations Manager  
Lauri Golden, Customer Service Coordinator  
Lee Davis, Public Affairs Manager  
Jack Christine, Assistant Aviation Director of Development  
Mark Wiebke, Assistant Aviation Director of Facilities  
Will Plentl, Deputy Director  
Haley Gentry, Assistant to the Aviation Director

**Absent**

Tim Gause  
George Pretty

**1. CALL TO ORDER**

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

**2. PLEDGE OF ALLEGIANCE**

**3. APPROVAL OF MAY 3, 2012 MINUTES**

Minutes were approved as written.

**4. BUSINESS AGENDA**

**1. Airport Terrazzo Maintenance Contract**

**Action: Approve an amendment to the contract with Sunshine Cleaning Services, Inc. in the amount of \$156,128.25 for terrazzo cleaning and maintenance.**

**Background:**

- In March 22, 2010, City council approved a contract with Sunshine Cleaning Services to maintain the terrazzo in the Charlotte Airport Terminal and concourses.
- This contract includes a provision to allow for the increase or decrease of terrazzo maintenance at \$2.67 per square foot.
- In 2011, the Airport began a renovation to the Baggage Claim area and an expansion of the East Terminal. The Baggage Claim renovation added 35,580 square feet of terrazzo and the East Terminal expansion includes an additional 11,200.
- This additional square footage increases the contract by \$156,128.25 for the next fifteen months.

**Contract Terms**

- The original contract was for 39 months with an expiration date of June 30, 2013
- This amendment does not alter the end date

**Small Business Opportunity**

Established SBE Goal: N/A

Committed SBE Goal: N/A

No SBE goal was set for this contract amendment because there are no SBE subcontracting opportunities (Part C: Section 2.4 of the SBO Policy) (see attachment).

**Council Date:** June 11, 2012

Motion: Edwards

Second: Bennett

Vote: 9-0

**2. Airport Firefighting Vehicle Acquisition**

- Action:**
- A. Award the low-bid contract of \$426,488 to Danko Emergency Equipment Co. for the purchase of two Dual Agent Aircraft Rescue Firefighting Vehicles.**
  - B. Adopt a budget ordinance appropriating \$426,488 from Airport Discretionary Fund Balance to be repaid with future 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.
- Due to the size of the airfield, the Airport has two fire stations in order to meet the response time requirements. Each station must have the Index D complement of equipment to ensure that in the event of an emergency on one side of the airfield the other side can continue to operate.
- 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 and are housed at Stations 17 and 41, both of which are on the airfield.
- These smaller, more agile, vehicles provide the capability to insure we can meet required response times when ground traffic is at a peak level.
- These trucks – one at each station – will supplement the existing ARFF equipment as well as provide additional fire fighting capacity in the event of an emergency.
- Permanent funding for this contract will come from pay-as-you-go PFC revenues.

**Small Business Opportunity**

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

**Summary of Bids**

Danko Emergency Equipment Co.	\$213,244 per unit
Rosenbauer Minnesota LLC	\$238,002 per unit
Oshkosh Corporation	\$259,000 per unit

**Council Date:** June 11, 2012

**Edwards:** Didn't we add some trucks when we opened the second station?

**Orr:** We opened the second station when we added the new runway. We have added two big trucks since then.

**Fuller:** Is there an advantage to adding two small trucks as opposed to one big truck? The two trucks that we are looking to purchase, do they meet the minimum requirements?

**Orr:** That's right and we have one at each station. We have to meet that requirement for each station independently.

Motion: Dorsch  
Second: Jackson  
Vote: 9-0

### **3. Airport Bus Purchase**

**Action:** Award the low-bid contract of \$706,194 to Carolina Thomas, LLC for the purchase of nine (9) F-550, 27-passenger Aero Elite buses.

#### **Background:**

- The Airport owns and operates parking facilities for its passengers 24 hours a day/365 days a year.
- A fleet of 50 shuttle buses transports passengers to and from the Terminal to the Airport's various parking decks and parking lots.
- These nine 27-passenger buses will replace nine of the Airport's existing 15-passenger buses. The existing buses are five-years old with an average of 150,000 miles of transit use.
  - The Aero Elite 6.7 Diesel engine bus is expected to achieve 50% better fuel mileage than the existing diesel shuttle bus fleet, increasing from 8 mpg to 12 mpg. These buses meet all 2012 EPA emission standards.
  - The Aero Elite bus will carry 27 passengers in perimeter seating, an increase of 12 more passengers per bus than the shuttle buses it replaces.

#### **Contract Terms**

Bid on a unit cost basis. Each bus is \$78,466.00, which includes a warranty of 12 months/12,000 miles.

#### **Small Business Opportunity**

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

#### **Summary of Bids**

Carolina Thomas, LLC	\$78,466.00 per unit
National Bus Sales & leasing	\$79,834.00 per unit

**Council Date:** June 11, 2012

**Edwards:** Is this a High Point based company?

**Orr:** I think it is Greensboro. This is not a Thomas manufactured bus. This is an Aero, which is owned by Thor Corporation.

**McMahan:** When we finish the parking deck there is obviously going to be more parking closer to the terminal-will it change the number of buses?

**Orr:** It will ultimately change the number of buses.

**McMahan:** Are you still using the hybrid buses?

**Orr:** We have ten of the hybrid buses and they are all in service.

**Fuller:** Are there only two bids because there simply is not that many companies?

**Orr:** Only two submitted bids, and these are dealers, so the pricing is determined from the factory.

**Fuller:** There's not much wiggle room?

**Orr:** They don't have much wiggle room.

**Riolo:** When can we expect delivery?

**Orr:** Around October.

**Riolo:** What routes will they be on?

**Orr:** They will be mixed in on all the routes.

Motion: Fuller

Second: Bennett

Vote: 9-0

#### **4. Airport Storm Water Improvements**

**Action:**     **A. Approve a contract with Blythe Development, Co. in the amount of \$294,170 for Storm Water Improvements on Airport property.**

**B. Approve a contract with HDR Engineering, Inc. in the amount of \$450,000 for design and bidding services for additional storm water detention improvements.**

#### **Background:**

- In November 2007 City Council approved a contract with HDR Engineering to design new storm water detention facilities related to the new runway.
- The purpose of these new facilities is to better manage the peak storm water discharge from the Airport.
- This project will construct one new storm water detention pond and perform maintenance on one existing storm water detention pond.
- Secondly, in December 2011 the City Manager approved a contract with HDR Engineering for storm water master planning services, which provided the opportunity to review the overall storm water management for the Airport, taking in to account the facilities now in place and the future development anticipated over the next 5 years.
- Action B will approve a contract with HDR Engineering for design and bidding services for a regional storm water facility and bioretention basins strategically located around the Airport to help both peak discharge and water quality that were developed from that master plan.
- Funding for these contracts comes from proceeds of the 2009 General Airport Revenue Bonds, the debt service of which is paid with Passenger Facility Charge (PFC) revenues.

#### **Contract Terms**

- The contract in Action A is a unit cost bid with a 120 calendar day duration.
- The contract in Action B is a lump sum fee with a 120 calendar day duration.

#### **Disadvantaged Business Opportunity**

Established DBE Goal: 10%

Committed DBE Goal: 10.16%

Blythe Development, Co. exceeded the established DBE goal, and committed 10.16% (\$29,899) of the total bid amount to the following DBE firm(s): Martin Landscaping Co., Inc. (seed), Express Logistics Services, Inc. (hauling), GATC Contracting, LLC (storm drain), Mid-Atlantic Erosion Control, Inc.

(erosion control).

**Summary of Bids**

Blythe Development Co.	\$294,170.00
Dakota Contracting Co.	\$319,086.00
R.H. Price, Inc.	\$320,155.00
Triangle Grading & Paving, Inc.	\$717,969.00

**Council Date:** June 11, 2012

**Fuller:** Does this have anything to do with residential home storm water fees?

**Orr:** It's the same laws and the same ordinances with a slightly different application, but we have the same thing to deal with. You can either pay a fee or you can build a device that meets the EPA standards onsite. Because of our permits, we don't really have the choice; we have to meet the standards.

**Fuller:** Does the City still bill you?

**Orr:** No, we get out of the bill if we meet the requirements of our permit, which are more stringent than their permits. You can avoid your residential bill if you build a very expensive storm water retention basin in your front yard.

**Dorsch:** You said that's 85% for the new runway. Is that 85% rule generally applied to the rest of the airfield as well?

**Orr:** It will over time. What I mean by that is 85% is a piece of our permits that we got for constructing the new runway. So as you get additional permits for additional construction, that will spread.

**Dorsch:** But Wilson Air for example, do they have to meet 85%?

**Orr:** Not right now, but depending on what expansions we might have over there, that might pull it in. Part of what we do with this \$450,000 is develop an airport-wide plan. Remember we have almost 6,000 acres, so as we add these pieces incrementally, they will ultimately fit into the master plan.

**Edwards:** Do we recycle any of this water for things like landscaping?

**Orr:** Remember this is storm water, so it is recycled by definition. What we do is process it, clean it and then it goes down the creek. It won't be like a pond for irrigation because it cost way too much. That pond is at the far end because water runs downhill. Where you need your irrigation is at the upper-end, so it's kind of working against you. You also have to be very careful about open water ponds around airports for attracting birds and wildlife.

Motion: Dorsch

Second: McMahan

Vote: 9-0

**5. Airport Landscape Maintenance Service Contracts**

**Action:** Award a three year contract in the amount of \$189,825.30 to Samson Grounds Management LLC for Zone 5 Landscape Maintenance.

**Background:**

- In 1998, the Aviation Department began contracting for the landscaping maintenance work outside of the perimeter security fence on a lump sum basis.
- In August 2008, City Council approved a contract with Valleycrest Landscape Maintenance for landscaping maintenance services in the amount of \$1,420,000 for 40 months (\$35,500 per month)
- In February 2012, City Council approved contracts with five vendors for landscaping maintenance work that the Airport unbundled into smaller zones.

- The contract for Zone 5 was originally awarded to The Grass is Greener.
- The Grass is Greener was unable to meet requirements of the contract and voluntarily terminated the contract with the Airport.
- An invitation to bid (ITB) was advertised on May 10, 2012
- Bids were received on May 23<sup>rd</sup>, 10:00am.
- Seven vendors replied to the ITB, including two SBEs.

#### **Contract Terms**

- The contract is bid on a unit-price basis with estimated quantities and frequencies of work.
- The contract is a 36 Month term and 60 day termination clause rebidding on May 10, 2012.

#### **Small Business Opportunity**

No SBE goal was set for this contract because subcontracting opportunities were not identified (Part C: Section 2.4 of the SBO Policy); however, Samson Grounds Management LLC is a certified SBE.

#### **Summary of Bids**

Awarded Zones Bid Summary

#### **Charlotte Douglas International Airport**

**Project: ITB 2011-11-001 Landscaping Services**

**Bid Opening: May 23, 2012 @ 10:00 am**

<b>BIDDER NAME</b>	<b>REVISED 3 YEAR TOTAL</b>
Samson Grounds Management LLC	\$189,825.30
Tru Green Land Care	\$245,444.85
Roundtree Companies LLC	\$316,460.81
Rupert Landscaping	\$372,178.80
Creative Lawn Scapes	\$382,198.95
Southern Shade Tree Co. Inc	\$426,174.00
Diamond Athletic Landscaping	\$464,510.55

**Council Date:** June 11, 2012

**Jackson:** How much was the previous contract?

**Wiebke:** The previous contract was a little over \$120,000.

**Edwards:** Is this contract part of the original group?

**Orr:** They bid before, but we don't have an existing contract with them.

**Riolo:** The Director and staff broke this down for entrepreneurs and smaller businesses to provide more opportunities. It has worked well for everyone.

Motion: Bennett

Second: Culpepper

Vote: 9-0

#### **6. Property Transactions**

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

- A. **Airport Master Plan Land Acquisition**  
**Owner(s): Ralph Herbert Suttle Jr.**

**Property Address: 7800 Wilkinson Blvd**

**Property to be acquired: 1.69 acres**

**Improvements: vacant land**

**Purchase Price: \$130,000.00**

**Remarks:** The purchase price was determined by two independent appraisals and was reviewed by a third 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: R-MH Use: vacant land**

**Tax Value: \$45,300**

**Tax Code: 055-381-01**

**B. Airport Master Plan Land Acquisition**

**Owner(s): Kenneth H Johnson**

**Property Address: 7734 Douglas Drive**

**Property to be acquired: 1.46 acres**

**Improvements: vacant land**

**Purchase Price: \$17,000.00**

**Remarks:** The purchase price was determined by an independent appraisal 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: R-3 Use: vacant land**

**Tax Value: \$21,300**

**Tax Code: 141-221-25**

**Council Date:** June 11, 2012

**Edwards:** Isn't there a time limit associated with these types of acquisitions?

**Orr:** The time limit is on the money. We have bonds that we issued in 2007 and we need to spend that money, that's a separate issue from acquiring land. We try to acquire all the land that adjoins our land, which benefits us.

**Edwards:** Do we have much more to acquire that we are going to need?

**Orr:** Yes, I think there is a considerable amount of land for redevelopment. One of the issues is this area, and by issue I mean there is about 120+ houses in this development right here. And then this is commercial development laying down here around the other side of it. So these are residences that are way too close to the end of the runway. So close in fact that there have been lawsuits that we have settled. We have offered insulation and purchased avigation easements on these houses in here. So any vacant land that is available in here that people want to sell we acquire. We own the land on the other side of the development, so this is isolated in there. Some day this will be redeveloped. There is also a stream in here so this land has opportunities for storm water mitigation. So there are all kinds of ways we use this land as well as protection from residential encroachment.

**McMahan:** Will you tear down the residence?

**Orr:** What we do is offer them for sale at auction to be relocated away from the Airport, and if it's not feasible to move them, we tear them down. There is no house on this one, it's vacant.

Motion: Edwards

Second: McMahan

Vote: 9-0

## **7. Deicing Refilling Station**

**Action:** Approve a contract with Wharton-Smith, Inc. in the amount of \$2,855,000 for the construction of a Deicing Refilling Station.

### **Background:**

- In October 2007 City Council approved a contract with Baker & Associates to design the Deicing Refilling Station.
- The Deicing Refilling Station will allow the Airport's aircraft deicing contractor, Consolidated Deicing Services, to more efficiently mix and load deicing fluids onto the deicing trucks that is sprayed on aircraft prior to departure during a winter event.
- The deicing station will also contain an eight thousand gallon diesel tank and pumps to refuel the trucks.
- The station will contain five - thirty thousand gallon deicing fluid tanks and one two hundred and fifty thousand gallon collection tank.
- The new collection tank will give the airport capability to store excess glycol fluid for recycling.
- Funding for this contract comes from proceeds of the 2009 General Airport Revenue Bonds, the debt service of which is paid from Passenger Facility Charge (PFC) revenues.

### **Contract Terms**

This contract is a unit cost bid with a 150 calendar day duration.

### **Disadvantaged Business Opportunity**

Established DBE Goal: 7%

Committed DBE Goal: 1.26%

Wharton-Smith, Inc. did not meet the established DBE goal, however, they meet the Good Faith Efforts and committed 1.17% (\$36,208) of the total bid amount to the following DBE firm(s): Martin Landscaping, Co. (seed), Oliver Paving Company (markings)

### **Summary of Bids**

Wharton-Smith, Inc.	\$2,855,000.00
Edison Foard, Inc.	\$3,034,992.50
Crowder Construction, Inc.	\$3,536,060.00
Matthews Construction Co., Inc.	\$3,737,380.37
Gilbert Engineering, Co.	\$4,377,004.00

**Council Date:** June 25, 2012

**Culpepper:** Is this a revision of our original plan to do the deicing or are we going over budget on what we originally projected?

**Orr:** No it's all less than the original budget. The original budget we intended to put collection pipes all throughout the airfield so that all the runoff was collected and run through those pipes to this station. EPA final rule that has come out is not as stringent as what was proposed, so we are able to vacuum it up with this vacuum truck which is much cheaper than this collection system and achieve an adequate level of recapture. The recycling part of it we didn't anticipate originally –it's fairly new technology. If indeed we feel we can do that, and break even, there will be no additional cost.

**Culpepper:** We didn't start the construction of the collection system?

**Orr:** No, we put in the trench drains along the edge of the runway that captures that facility but we have not put in all the piping and everything, which is the expensive part of it. So we can just block off those trench drains and pump right out of the trench drains.

**Riolo:** The deicing and anti-icing is a very expensive, but necessary proposition, especially in the South. We had such a mild winter; I think we only deiced twice this year?



**Orr:** Once or twice, but we did a lot of frost deicing, but only had two events. We used a very minimal amount of glycol for deicing.

Motion: McMillan  
 Second: Culpepper  
 Vote: 9-0

## **8. Airport Entrance Roadway**

- Action:**
- A. Approve a contract with the lowest responsive bidder for the construction of the Airport Entrance Roadway.**
  - B. Approve a contract with S & ME, Inc. in the amount of \$750,000 for testing service of the Airport Entrance Roadway**

**Background:**

- In February 2011 City Council approved a contract with HNTB Carolina, OC to design the Airport Entrance Roadway.

**Summary of Bids**

Bids to be received June 7, 2012 at 10:00 a.m.

**Estimated Budget**

\$19,000,000

**Small Business Opportunity**

Established SBE Goal: 10%  
 Committed SBE Goal: TBD%

**Council Date:** June 25, 2012

**Dorsch:** Will there still be that loop that runs down along the side of the railroad track?

**Orr:** No, that road is gone forever. We were able to construct that road, which is actually in the railroads right away, by asking nicely. And remember that the intermodal yard starts right here with the two set off tracks that run along the main line for three miles. So that requires the road to be closed. A piece will then become part of the ramp, which is a benefit for us.

**Dorsch:** When are they going to start laying the track along there?

**Orr:** They need to start doing their grading first, and they will probably start laying track less than a year. The whole intermodal yard will open in less than two years.

Motion: Culpepper  
 Second: Jackson  
 Vote: 9-0

**Riolo:** I want to recap the Business Agenda. When we include #8, we approved \$25 million worth of projects at the Airport in the last half hour and the number of corresponding jobs that represents is in the hundreds. So thank you for your attention to that.

## **5. STATUS REPORTS/DISCUSSION**

### **1. Flight Tracks**

Jack Christine, Assistant Aviation Director for Development, speaks to the committee on RNAVs and flight procedures. Christine shares two visuals with the committee:

#### **1. Flight tracks on June 6, 2011, South Departures**

Christine: This image shows a heavy concentration of flight tracks in certain areas, based on RNAV departure procedures. RNAV is a computerized flight system that was implemented by the FAA about three years ago. It allows the pilot, at take off, to press a button and the aircraft is flown by a computer on a particular track. With 700 departures a day, there is heavy concentration in certain areas. The image also shows departures that did not use RNAV procedures because the aircraft was not equipped with it, or for some other reason that air traffic allowed them to deviate. The Airport has spent a lot of time talking with US Airways and the FAA about the concentration of those flight tracks. The FAA and US Airways has worked together to try and figure out a solution. Prior to RNAV, what we had was called Vector Departures. When the air traffic controller cleared the pilot for take-off, he gave them headings to fly. When we take off to the south, we have to fly two miles straight before the aircraft initiates a turn. Therefore, the controller would tell the pilot to fly two miles and then turn to a specific heading. When you do this with Vectors, there's a human factor element that separates the traffic because the air traffic controller may tell one pilot to make a turn at a specific time, the next pilot may get that same turn, but may make it a little earlier or a little later. This creates a natural dispersion of air traffic. With an RNAV, none of that happens. The FAA and US Airways has worked together and they have come up with a variation of the current procedure that allows the air traffic controller to tell the pilot to take off with an RNAV procedure, but give them the headers to catch that RNAV procedure a little further away from the Airport.

#### **2. Flight tracks on May 13, 2012, South Departures**

Christine: This visual shows you what the flight tracks look like now. You can see more dispersion, although there is still some concentration where they are still using RNAV. What they decided to do is as much as they can possibly give Vectors, they'll do it. However, the fallback position is always going to be an RNAV departure. So when things get really busy or there are other things happening, the controller still has the ability to just let the pilot just fly the RNAV route. So what we are starting to see now is that dispersion coming back into the flight tracks, especially heading to the south. When we go north, the aircraft are doing the same exact thing that they have been doing for 30 years, they are taking off and getting out over the interstate quicker, so there isn't as much issue there because they are not flying over as many homes. As they take off to the south, they are flying over more communities. Air traffic will continue to do this. They wanted a commitment from US Airways that if they work with them on this, that there wasn't going to be a back and forth, and that they will promote this procedure and actually do it. Everyone seems to be in agreement. So as we move forward, we're hoping to continue seeing some of that dispersion. RNAV will not go away, but as long as this procedure continues to work for everybody, they will continue to do that.

**Fuller:** Is that new procedure called 'Vector to Altitude, Vector to Minimum'?

**Christine:** No it's not quite that.

**Fuller:** I believe this is what they use in Atlanta and Phoenix.

**Christine:** They are not calling it that. All they are doing right now is a work-around. One of the other things that has helped prompt this along and helped focus this is Charlotte and Atlanta are both going through what they call an optimization of procedures study. They are using that group as a focal point to help with this issue, not just because of noise but more from an airline perspective to start and try to figure out how to be more efficient about how to fly the aircraft to reduce cost of fuel burn, getting the aircraft on the ground quicker so that they can have more operations and keep the airspace moving. They are trying to work this work-around procedure that US Airways and FAA are doing now, into that

study, and make it more of an actual procedure.

**Fuller:** The only reason why I mentioned that is because US Airways said Phoenix and I believe Atlanta are using it and seem to have some success. It seems almost seems like RNAV 2.0.

**Christine:** The RNAV issue is the same for all major airports. The concept was supposed to make it more efficient for everybody. Well it does make it more efficient for air traffic, as we figured out now. It doesn't make it more efficient for the airline because they are having to stay in trail all the time. That dispersion helps them too by cutting air miles. A lot of the airports are trying to figure out how to go that RNAV 2.0 where they start to figure out some of those efficiencies and but still get the benefit of having the RNAV procedures in place.

## **2. Terminal Celebrates 30<sup>th</sup> Anniversary**

Lee Davis, Airport Public Affairs Manager, briefs the committee regarding the terminal's 30<sup>th</sup> anniversary and many milestones.

- May 2, 2012 was the terminal's 30<sup>th</sup> anniversary.
- Terminal opened in 1982 and was 325,000 square feet when it opened, with 25 gates, two concourses, 4 major Airlines. 5.7 million passengers served annually.
- The terminal has since quadrupled in size as of 2012
- Then and now pictures 1982-2012 are posted on the video walls in the Atrium
- Fun facts about the terminal are being posted on Twitter and Facebook
- Charlotte Skyline featured CLT Airport colors at the Duke Energy Center Uptown. Customers tweeted photos.
- More activities and events to celebrate this milestone are still to come.

## **3. 'C' Security Checkpoint**

- Checkpoint C reopened at 5:15 a.m. on Thursday, May 17 after being closed three days for a TSA equipment upgrade and area renovation project.
- Crews installed an Advanced Imaging Technology (AIT) unit with automated target recognition. The machines display a generic human image on TSA monitors and highlight areas that may require additional screening.
- Checkpoint C also received new ceiling panels, lighting, carpet and paint for the surrounding walls.

## **4. Nominating Committee**

Election of officers for Chair and Vice Chair will be held at the July 12<sup>th</sup> meeting. The committee Chair (Riolo) appointed Ed McMahan to lead the Nominating Committee and suggested that other members of the Nominating Committee be those that are rotating off of the committee this year- that would be Tim Gause and George Pretty.

## **5. DIRECTOR'S REPORT**

### **1. Aviation Department Employee Update**

- Haley Gentry, Assistant to the Aviation Director, recently received a City award called Innovation Award from the City Manager. Comments about Gentry included:
  - "As Assistant to the Aviation Director, Haley Gentry took on a new title in 2011, reflective of the role she has long played and the value she brings to the organization as a strategic and innovative thinker. Haley's work has improved internal and external customer service, while generating savings and new revenue totaling approximately \$12.8 million annually."
- Mark Wiebke, Assistant Aviation Director of Facilities, became an Accredited Airport Executive (A.A.E.) through the American Association of Airport Executives (AAAE).

- The A.A.E. credentialing consists of multiple steps including tests, experience requirements and culminates in a rigorous panel interview where candidates must articulate a broad range of knowledge in various airport topics and management principles.
  - In March 2011, Wiebke received his Certified Member (C.M.) credential through the American Association of Airport Executives (AAAE).
  - Completion of the C.M. program demonstrates a comprehensive knowledge of airport management.
- Deputy Aviation Director Will Plentl will retire on June 30, 2012.
    - Plentl has been with the Airport since September 2001.
    - Prior to joining CLT, Plentl served as Aviation Director of the NC Department of Transportation and Airport Director of the Wilmington International Airport.
    - As a USAF Officer, Plentl also retired with a total of 26 years of military service including four years of active duty during the Vietnam era.
    - The committee presented Plentl with a personalized US Airways model airplane to show their appreciation.

Edwards: I returned to North Carolina and was given the pleasure of serving as Assistant Secretary of Department of Transportation. Will was one of the people that welcomed me in and I'd like to say publically that Will was one of the greatest assists to me. Will kept me very straight on direction. Only problem was that he wanted me to go flying with him and I told him I didn't fly anything under 100,000 lbs. But I'd like to express my appreciation to Will for what he did for me when I was with NCDOT.

## **2. Annual Volunteer Celebration Held**

- The Airport hosted the Annual Airport Volunteer Celebration on May 22<sup>nd</sup>.
- Development was the theme with hardhat centerpieces and blueprints that served as tablecloths.
- Volunteers enjoyed a presentation from our Aviation Director about CLT's past, present and future.
- In 2010-2111 Volunteers:
  - Assisted 200,744 customers
  - Donated 8,140 hours of service
  - 38 Volunteers performed 100+ hours of service

**Riolo:** I think it's special to note that these are real volunteers; no one gets paid anything for this. They come out on their own because they want to represent Charlotte. They want to be part of the Airport. They are out here on a set schedule and you'll see them with yellow jackets on and with the "Ask Me" name tags. They are very pleasant people. That kind of volunteerism at the Airport and at the USO; I think is something that should be noted, so we want to thank those volunteers

**Orr:** And the Volunteer Leader.

The next meeting will be held July 12, 2012 in observance of July 4<sup>th</sup> Holiday.

**Meeting adjourned at 9:00 a.m.**

  
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 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  
Bob Morgan, Charlotte Chamber