

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT  
AIRPORT ADVISORY COMMITTEE**

**Minutes from October 4, 2012  
Charlotte Douglas International Airport  
Piedmont Conference Room  
8:00 a.m.**

**Present**

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

**Staff Present**

T.J. Orr, Aviation Director  
Jennifer Long, Airport Customer Relations Manager  
Lauri Golden, Airport Customer Service Coordinator  
Jack Christine, Asst. Aviation Director of Development  
Lee Davis, Airport Public Affairs Manager

**1. CALL TO ORDER**

AAC Chair Shawn Dorsch called the meeting to order at 8:00 a.m.

**2. PLEDGE OF ALLEGIANCE**

**3. APPROVAL OF SEPTEMBER 6, 2012 MINUTES**

Minutes were approved as written.

**4. BUSINESS AGENDA**

**1. Airport Concourses B & C Elevators**

- Action**
- A. Approve a contract with DAS Architecture, Inc. in the amount of \$137,750 to provide design services of three elevators to provide additional access to B & C Concourses, and**
  - B. Adopt a budget ordinance appropriating \$137,750 from the Airport Discretionary Fund.**

**Background:**

- The B and C Concourses are currently not served by a freight elevator.
- As the passenger volume has increased, and concessions expanded to meet the need, the quantity of food, beverage, store merchandise, and resulting trash recycling have created the need to restock and remove trash throughout the day.
- To minimize the congestion of carts servicing the concessions and interfering with passenger circulation, each concourse will have a freight elevator with a related staging room, to allow the restocking and trash recycling to flow from the ramp directly to each concourse, and eliminate the long haul through the terminal and concourse.
- The C Concourse will also add a passenger elevator for use by US Airways crews to access their newly renovated and expanded flight and in-flight operations area. The airline will reimburse the Airport for the design and construction this project.

### **Small Business Opportunity**

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

**Council Date:** October 8, 2012

Riolo: Where is this? Is it B or C Concourse?

Orr: This is C.

Riolo: In between what gates?

Orr: Gates 11 and 13.

Culpepper: This says US Airways is going to reimburse.

Orr: US Airways will pay for the passenger elevator.

Culpepper: Do you have an estimate of what that will cover of the total cost?

Orr: Roughly one-third of the cost. There is one elevator on the B Concourse and two for C. But one is a freight elevator, which is ours. The other is the passenger elevator for US Airways.

Motion: Edwards

Second: Gause

Abstain: Riolo

Vote: 9-0 (Fuller absent for vote)

## **2. Airport Terminal Lobby Expansion**

**Action: Approve a contract with LS3P Associates LTD in the amount of \$275,000 to provide preliminary design services of the Terminal Lobby Expansion.**

### **Background:**

- In November 2007, City Council approved contracts with a team of firms including LS3P Associates, HNTB, Roy Johnson, Newton & Associates, and Albersman & Armstrong for planning services for the terminal complex expansion.
- This team of firms worked with the Airport to plan the development concepts that included the new hourly/rental car deck now under construction, the terminal curbside roadway now under design, and the planned terminal lobby expansion.
- The next phase of terminal complex expansion that follows the parking deck and the new curbside roadways is the lobby expansion on the north side of the building.
- As the current roadway design moves to completion, it is essential to firm up the foundation, vertical circulation, ventilation and related dimensions to insure that the next phase of construction blends with the previous work.
- The planning work for the terminal expansion was carried to a concept level by LS3P Associates to establish overall boundaries for the major elements of the expansion. It is now time to go move into the design phase which will include sufficient detail to illustrate the key building systems and how they are coordinated with the other projects.
- This scope of services will include design of architectural, structural, civil, mechanical, plumbing, fire protection and electrical systems.

### **Small Business Opportunity**

All additional work involved in this change order will be performed by LS3P and Associates and their existing subconsultant, The Wilson Group, which is a City SBE (Par D: Section 6 of the SBO Policy)

**Council Date:** October 8, 2012

Motion: Pretty  
 Second: Bennett  
 Vote: 10-0 (Fuller absent for vote)

### **3. Airport West Terminal Change Order**

**Action: Approve Change Order #1 with Archer Western Construction, LLC in the amount of \$1,271,584.26 for the relocation of underground utilities adjacent to the West Terminal Expansion.**

#### **Background:**

- In June 2012, City Council approved a contract with Archer Western Construction, LLC in the amount of \$21,945,700 for the construction of the West Terminal Expansion.
- The construction of the terminal expansion requires the relocation of a number of utilities including water, natural gas, and jet fuel lines.
- The Airport developed the plans for the relocation of the jet fuel lines and bid that as a separate contract at the same time the West Terminal construction contract was bid. Those bids came in over budget, so the Airport redesigned the fuel line work to reduce the scope of the project.
- At the same time, the Airport was performing a value engineering of the West Terminal project and has realized significant savings by reducing the amount of steel needed for the project. As part of that value engineering, Archer Western looked at the revised drawings for the fuel lines and was able to incorporate that project element into their work, thereby significantly reducing the overall cost to the fuel line relocation.
- This change order takes advantage of the reduced cost through the value engineering exercise and adds the jet fuel line relocation to their scope of work.
- The cost of this change is in the project budget and is funded with proceeds of the 2004 General Airport Revenue Bonds, the debt service of which is paid for with Passenger Facility Charge (PFC) revenues.
- The new total value of the contract is \$23,217,284.26.

#### **Contract Terms**

- This change order is a negotiated lump sum amount. The contract days in the original contract does not change.

#### **Disadvantaged Business Opportunity**

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.

**Council Date:** October 8, 2012

Motion: Bennett  
 Second: Gause  
 Vote: 11-0

#### **4. Airport Aircraft Parking System**

- Action:**
- A. Approve the purchase of Safedock docking units as authorized by the sole source exception of G.S. 143-129(e) (6),**
  - B. Approve a sole source unit price contract with Safegate Group, Inc. for the purchase of aircraft docking units for Airport-owned gates.**

**Background:**

**Sole Source Exception**

- G.S. 143-129 (e) (6) (ii) provides that formal bidding requirements do not apply when:
  - Performance or price competition are not available
  - A needed product is available from only one source of supply
  - Standardization or compatibility is the overriding consideration
- Standardization increases operational efficiencies and reduces the number of maintenance parts required in US Airways' inventory.

**Explanation**

- US Airways has a corporate goal to install Safedock™ Visual Docking Guidance System units on all of their leased gates at all of their hub locations.
- The Safedock system provides automated guidance technology that provides directions to the flight crew approaching the gate area, which reduces the number of airline personnel in the vicinity of the aircraft approaching the gate. The system also provides information to the ramp control tower on the aircraft's power and environmental controls, as well as information to the ground crews on the aircraft's next destination and time remaining on the gate.
- US Airways has purchased the Safedock units for the 30 gates at CLT that they exclusively lease and has requested the Airport purchase identical units for the additional Airport gates that they utilize, which includes 12 gates on Concourse D and 34 gates on Concourse E.
- This system also requires additional power and data connections for the units. This work has been advertised for bid and the low-bid contract will be brought to City Council for approval at a future date. The engineer's estimate for this work is \$1,600,000.
- The Airport will purchase 46 docking units at a unit price of \$46,872 per unit.
- The projected cost for the purchase of the docking units is \$2,156,112.

**Small Business Opportunity**

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

**Council Date:** October 8, 2012

Edwards: Is this a pilot guiding system?

Orr: Yes. There is a box by the gate with lights and it triangulates the position of the airplane to a preset point, depending on what kind of airplane it is. The pilot uses those cues to park the plane himself. Some of you may have experienced sitting on an airplane that sits in front of the gate for a while before it taxis up and parks. What the pilot is doing is waiting for someone to come and marshal him in. This will eliminate that wait.

Edwards: Does this reduce the employees?

Orr: You still have to have the wing-walkers as a safety measure.

Culpepper: Have we reviewed the safety record for this type of system?

Orr: Yes.

Motion: Edwards  
 Second: Culpepper  
 Vote: 11-0

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

### **1. Construction Update**

Orr gives the committee a construction update.

#### **Airport Entrance Road**

- Construction Start: 6/12
- Construction Complete: 12/13
- Upcoming Milestones:
  - Complete Sewer and Stormwater lines
  - Grading of Business Valet Deck II Site
  - Grading of road sections outside existing road network
- Contract Value: \$20 million
- This will provide a nonstop roadway all the way from Wilkinson Blvd. to the front of the terminal building, with a series of one-way roadways.
- We intended for this road to continue straight across Wilkinson and hook-up with Little Rock Road, but we can't do that because the State has not finished their environmental work, which will take them three years to do that.
- The road will start at a stoplight intersection, in front of where the old Copal Grill used to be, take a right and hit Little Rock and then cross the railroad on a new bridge.
- When you leave, you will cross the existing bridge, which will be for exiting only.

Culpepper: How much more would the project be if the environmental work was complete and you were able to do the road as planned?

Christine: No more than \$2 million because it is only a quarter-mile of road.

Orr: You may remember that this is the road the state was going to build in 1975 for the new terminal.

#### **Hourly/Rental Car Parking Deck**

- Construction Start: 11/11
- Construction Complete: 11/14
- Upcoming Milestones:
  - Queen Charlotte Relocation: Temporarily relocated to the Daily Decks
  - West Hourly Deck Demo in January
  - East Hourly Deck Demo March
- Contract Value: \$120 million

Pretty: November 2014 is the completion of the entire deck?

Orr: Yes.

### **West Terminal/Inline Baggage System**

- Construction Start: 11/12
- Construction Complete: 8/15
- Upcoming Milestones:
  - Utility relocations
  - Begin strengthening of existing structure
  - Erect structure for West Terminal
  - Begin fabrication of conveyors
- Contract Value: \$60 million

### **Taxiway 'D' Extension - South**

- Construction Start: 9/12
- Construction Complete: 6/13
- Upcoming Milestones:
  - Grading first half of taxiway before winter
  - Complete grading and pave taxiway in Spring
- Contract Value: \$6 million

Dorsch: Do you have much fill to do to this?

Orr: Some, but minor. The only difficult part of this is the glide slope for the runway. As we get close to that area we will have to close down that glide slope, which takes away the electronic guidance for landing.

### **Intermodal Facility**

- Construction Start: 6/12
- Construction Complete: 3/14
- Upcoming Milestones:
  - Complete grading for setoff tracks along mainline
  - Continue placement of sub-ballast
  - Install first tracks off the mainline
- Contract Value: \$90 million

Orr: On the north end of the construction site, there is a big granite rock there. They have brought in a crusher facility and are blasting and digging out that rock, putting it on a big truck and carrying it a short distance. They then run it through a series of crushers that make gravel out of it. It then gets put back on another truck where it gets hauled to the rail line and using it for the base for the railroad track. It is almost completely graded and in place for the three mile long set-off track that runs along the main line. They will be putting down rail shortly. What all of this amounts to is that we currently have \$400 million worth of work under contract here at the Airport. And today, if the ground was not so wet, we'd have 416 people on the ground working on these projects. That does not count any of the salesman or delivery people.

McMahan: Who is the contractor moving all the dirt?

Orr: Milord, who is located near Chicago. Their dirt moving subcontractor is Plateau, who is out of Florida.

McMahan: Is that the same group that did the runway?

Orr: No, they have actually never worked here before, but seem to be right at home.

## 2. Terminal's 30<sup>th</sup> Anniversary

Lee Davis, Airport Public Affairs Manager, talks to the committee about the terminal's recent 30<sup>th</sup> Anniversary.

- On September 20, the Aviation Director and Vice President of US Airways' Charlotte hub, Terri Pope, joined together to celebrate various accomplishments achieved by hosting a flash mob in the Atrium, to honor the terminal's 30<sup>th</sup> anniversary.
- This is the first time a flash mob has been coordinated at CLT.
- More than 30 employees from US Airways and the Aviation Department participated in the three minute choreographed dance routine.
- The event, a surprise to all customers, was staged as a press conference, which highlighted CLT's and the airline's accomplishments.
- Video of the flash mob is posted to CLT's YouTube channel, Facebook page and Twitter.
- The video is shown to the committee during the meeting.

## 3. DNC Recap

Orr gives the committee the DNC Recap.

### "Mass Arrival Days", September 1 -3:

- Alternate traffic pattern in place. Commercial/Contracted vehicles used the lower level for drop-offs and pick-ups. Personal vehicles used the upper level for drop-offs and pick-ups.
- Rental Car Road had controlled access due to heavy commercial vehicular traffic, which restricted personal vehicles from accessing the terminal via Rental Car Road.
- The Cell Phone Lot, located on Rental Car Road, was temporarily relocated to 5535 Wilkinson Blvd.
- The Aviation Department had dozens of employees and volunteers on hand to assist passengers.

### "Mass Departure Day", September 7:

- All commercial/contracted vehicles were directed to the upper level for drop-offs and pick-ups. All personal vehicles were directed to the lower level for drop-offs and pick-ups.
- Curbside Valet was unavailable for drop-offs. Alternate arrangements were in place for customers picking-up their vehicles.
- CLT experienced its largest number of local enplanements ever on Sept. 7, with more than 26,000 passengers departing from CLT that day, an 80 percent increase in departures when compared to last year.
- US Airways had 16,800 passengers who began their trips at CLT on Sept. 7, compared to 9,326 travelers who departed the Friday after Labor Day in 2011.
- Records were also broken by the TSA, who screened 29,539 passengers and 21,276 bags on Sept. 7.
- Wait times at the checkpoints were very minimal. TSA had all lanes staffed, which assisted in the short wait times.
- The Aviation Department had dozens of employees and volunteers on hand to assist passengers.

Edwards: What's the impact to the operation of the Airport when the President comes and goes?

Orr: We have to shut airspace of about half of the Airport 30 minutes before and 30 minutes after the departure of the airplane. So we put all the traffic on the other side of the airport. So it does cause delays because we need all of the space to operate.

### Feedback

- Between Friday, August 31 and September 7, the Airport's twitter feed @CLTAirport, added more than 100 followers and posted 50 tweets keeping up-to-date on traffic changes and other CLT happenings.
  - Very smooth going through CLT security and check-in today. Was expecting a mess, but greeted with enthusiasm and efficiency!
  - CLT Airport is great. Volunteers at the entrance, through security in under 20 minutes, & free WiFi. Great end to DemConvention.
  - At the airport. Never seen so many people talking about being in Charlotte for the first time.
  - CLT Airport staff has been so helpful & welcoming...everyone says "yall."
- Letter from an Aviation Department Employee regarding Friday, September 7<sup>th</sup> at the Airport:
 

*Dear Mr. Orr,  
 Congratulations, Friday was perfect! So proud to see all our managers helping passengers and even directing traffic. When I came in on the shuttle Friday morning, another employee proudly pointed out "my manager directing traffic". I saw only happy people and didn't hear any complaints. I was extremely proud to be a part of your team. My compliments to the Aviation Director!"*

## 4. Director's Report

### Passenger Survey Results Find Travelers Highly Satisfied with CLT

- CLT received a 93 percent overall satisfaction rate among passengers who visited the Airport from January - June of this year, according to a Phoenix Marketing International (PMI) survey. The rating is on par with results from the same time period last year.
- PMI randomly interviewed 200 passengers throughout the terminal about their overall experience at CLT. They were asked to rate everything from terminal facilities to concessions on a scale of one (very dissatisfied) to five (very satisfied).
- The Airport's highest scores were received in check-in experience overall (92 percent), service at the security checkpoint overall (91 percent) and getting to the terminal overall (89 percent).
- CLT passengers gave the lowest satisfactory score to baggage delivery overall (70 percent). The biggest jump, however, occurred in the gate area overall score - rising from 71 percent in 2011 to 79 percent in 2012. All ratings were above the industry's national average for airports.

### CLT Receives 2012 WebAward for Best Transportation Website

- In September, CLT's website received the 2012 WebAward for Best Transportation Website.
- Each year, the Web Marketing Association names the Best Transportation Website as part of its annual Web- Award Competition. Best websites are selected using the following seven criteria - design, ease of use, copywriting, interactivity, use of technology, innovation and content.
- CLT launched its new website design last year on Saturday, November 19. It showcased a more modern look with colors that complemented CLT's publications and newsletters.
- CLT worked with In10sity, a premiere web design company, and Neil Pawling with the City's Corporate Communications & Marketing web team to achieve the overall look.
- Bonus features of the site include a new booking agent (CLT Book It!) that allows passengers to compare airfares on various travel sites at once and a route map that displays CLT's nonstop and connecting flights.
- The Airport's website continues to be one of the main sources of news and information about CLT. In September, cltairport.com received more than 230,000 visits.



### **CLT Ranks in the Top Ten of Nation's Busiest Airports Offering Healthy Food**

- CLT recently tied for 7th place in a survey ranking the availability of healthy food options in the nation's busiest airports.
- This is the second year CLT has been included in the survey, which is conducted by the Physicians Committee for Responsible Medicine (PCRM) since 2001.
- CLT showed the most progress in the study with 81 percent of the Airport's 50 restaurants offering low-fat meals in 2011, compared to 72 percent in 2010.
- Survey results were collected from June to November 2011 by PCRM dietitians who reviewed restaurant menus at 15 of the busiest U.S. airports.
- Each airport's score was determined by dividing the number of restaurants offering at least one healthy option (low-fat, high-fiber or cholesterol-free) by the total number of restaurants.

### **Magazine Names CLT One of America's Most Family-Friendly Airports**

- Earlier this month, Charlotte Douglas International Airport was ranked as one of "America's Most Family-Friendly Airports" by Travel + Leisure magazine.
- The magazine asked readers to rate 22 domestic airports in various categories, including family-friendliness.
- Some airports made the list for unique exhibits and art displays, others for their high-tech amusements and kid-centric play areas, shops and eateries.
- CLT ranked seventh in the magazine's first-ever airport survey. Readers noted CLT's rocking chairs in the tree-lined atrium, free Wi-Fi and the "Just Plane Art," program, which features more than 20 permanent and rotating exhibits.
- CLT's Just Plane Art program featuring the Wright Glider was one reason the Airport was ranked one of America's most family-friendly airports in the US.

### **Summer Connections Published**

- The Summer edition of Connections, the Airport's external newsletter, was published in early September.
- Connections is mailed to over 23,000 homes and businesses near CLT.
- The summer edition covers the opening of the terminal eastside expansion, debut of the Airport's Recycling Center, construction and concession updates.
- A copy is provided to each member.

### **Runway 5K Run**

- 6<sup>th</sup> Annual Runway Run - Saturday, October 27<sup>th</sup>
- Start time is 8:00 a.m. The cost is \$25 (until Oct. 12) and \$30 (October 13 - October 27).
- Last year's run drew close to 2,000 runners/walkers and raised \$22,639.50 for LifeSpan.
- To register for the Run, visit [www.sportoften.com](http://www.sportoften.com).
- Funds from the Run will once again go to LifeSpan's Community Activity and Employment Transition Program (CAET). LifeSpan is a nonprofit organization that assists children and adults with developmental disabilities. Fifteen LifeSpan participants currently work at the Airport.
- For more information about LifeSpan, visit [www.lifespanservices.org](http://www.lifespanservices.org).

## **5. Recognition of Retiring Members**

- Tim Gause and George Pretty were presented a US Airways model airplane by the Chair for their time served on the committee.
- Both are recommended to serve on the committee by the Charlotte Regional Partnership
- Both served one, two-year term
- Terms expires October 31, 2012

**Meeting adjourned at 8:45 a.m.**

  
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T. J. Orr, Aviation Director

Distribution:

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Stephanie Kelly, City Clerk

Jeanne Peek, City Boards and Commissions Clerk

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