

**CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT
AIRPORT ADVISORY COMMITTEE**

**Minutes from the March 1, 2012
Charlotte Douglas International Airport
Piedmont Conference Room
8:00 a.m.**

Present

Drew Riolo, Chair
Shawn Dorsch, Vice Chair
Morgan Edwards
Todd Fuller
George Pretty
Ed McMahan
Tim Gause
Crystal Jackson

Staff Present

T.J. Orr, Aviation Director
Jennifer Long, Customer Relations Manager
Lauri Golden, Customer Service Coordinator
Bob Lucas, Terminal Manager

Absent

Scott Culpepper
Pamela Bennett
Russ McMillan

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 FEBRUARY 2, 2012 MINUTES

The minutes were approved as written.

4. BUSINESS AGENDA

1. Corporate FBO Office Building

Action: Approve a contract with the lowest responsive bidder for construction of leased office building.

Background:

- Carolina's Health Care's emergency transport operation known as Med Center Air continues to grow. Currently, the office space locations are in two separate buildings with medical supplies in a third building.
- This contract would allow for the consolidation of the offices/storage needs for Med Center Air. This would be adjacent to the Hangar where its fixed wing aircraft and helicopters are located.
- The construction of this building will allow employees and materials to be stored in one building adjacent to the hanger. This benefits the occupant as they operate in a time-sensitive manner.
- Med Center Air will be signing a five year term lease for this building and will be responsible for all utilities.

Small Business Opportunity

Established SBE Goal: 10%
Committed SBE Goal: TBD

Summary of Bids

Bids will be received on March 6, 2012

Estimated Budget

\$823,000

Council Date: March 26, 2012

McMahan: Who will actually be the developers? Will it be the Airport?

Orr: We will be. We own all of the buildings on the Airport except for the old post office; which we will inherit some day.

Motion: Dorsch

Second: Jackson

Vote: 8-0

2. Norfolk Southern Railroad Construction Agreement

Action: Approve an agreement with Norfolk Southern Railroad in an amount not to exceed \$144,800.00 for railroad flagmen services.

Background:

- In September 2011 Council approved a contract with Blythe Construction for \$1,595,547.25 to build a new bridge over Norfolk Southern Railroad (NSRR).
- This bridge is part of the new Airport Entrance Road currently in design; however, it was bid separately to expedite construction.
- This agreement is needed to allow construction within railroad right-of-way and for NSRR to provide the required railroad flagmen.

Council Date: March 26, 2012

Motion: Dorsch

Second: Pretty

Vote: 8-0

FOR INFORMATION ONLY

The following actions were approved at the February 27 City Council Meeting.

1. Applications for 2012 Federal National Infrastructure Investment Grants Program

Action: A. Authorize the City Manager to submit applications to compete for funds from the Federal National Infrastructure Investment Grants Program (TIGER Discretionary Grants), with the City of Charlotte as the lead agency, and B. Adopt a resolution of support for the three projects.

Background:

- Transportation Investments Generating Economic Recovery, also known as TIGER Discretionary Grants, are authorized and funded by the U.S. Department of Transportation (USDOT) for transportation infrastructure projects. Three previous rounds of TIGER grants were authorized in 2009, 2010, and 2011.

- On January 31, 2012, USDOT issued a Notice of Funding Availability (NOFA) for the fourth round of TIGER Discretionary Grants, detailing the availability of \$500 million in competitive capital grants and announcing selection criteria. Nationally, \$280 million is available for projects in urban areas.
- The selection criteria listed in the NOFA are:
 - Long-term outcomes
 - State of good repair
 - Economic competitiveness
 - Livability
 - Environmental sustainability
 - Safety
 - Job creation and near-term economic activity
 - Innovation and partnership
- Grants will be between \$10 million and \$200 million each. Up to 80% of a project's total cost can be funded by a TIGER grant. These two specifications mean that a project's total cost must be at least \$12.5 million. If the City is awarded and accepts the grant, then the City will identify local matching funds within the Capital budget.

Applications/Proposals

- USDOT has established a very aggressive schedule for submitting applications. Final applications must be submitted by March 19, 2012. Previously, USDOT had allowed two to three months for development and submittal of applications, whereas this one allows only six weeks. Consequently, there is no time to develop new projects and new applications.
- Staff proposes to submit updated versions of previous TIGER-2 and TIGER-3 grants. These applications have been revised per feedback received from USDOT in past TIGER rounds.
- University City/I-85 Multimodal Bridge (project cost \$13.6 million)
 - University City is not served by a robust transportation network. This project will improve multimodal access across I-85 and connectivity to the Lynx Blue Line Extension, UNCC, and high-paying, high-tech jobs in the University Research Park.
 - This proposal includes construction of University Pointe Boulevard, formerly known as Shopping Center Drive (funded for planning and design in the 2008 bonds) from its current stub at the Walmart on North Tryon Street west to IBM Drive, including a new bridge over I-85. Ancillary improvements to Harris Boulevard and CMS' Martin Middle School and Vance High School are also included.
- Blue Line Capacity Expansion Project Phase 2 (project cost \$50 million)
 - The construction of the Blue Line Extension Project will include three-car platforms, but the existing South Corridor only has two-car platforms. The ultimate operating plan requires that the South Corridor be upgraded to three-car platforms and trains before 2025 when ridership demand will require the extra capacity.
 - CATS received a TIGER-3 grant in 2011 to partially retrofit the South Corridor for three-car platforms. That grant will add power to operate three-car trains for regular service, design the platform additions for each station (lengthening each station by approximately 100 feet), and to construct two to three station upgrades.
 - The TIGER-4 grant would allow CATS to complete construction of the remaining 12-13 stations in conjunction with the TIGER-3 work.
 - This grant request would be submitted for either (1) all of the remaining stations to be upgraded or (2) for a portion of the stations to better serve special events such as Panthers games, Speed Street, CIAA tournament, etc.

- Rail/Truck Intermodal Facility (\$15.3 million)
 - This project will construct a rail/truck intermodal facility at the Airport capable of accommodating 250,000 cargo lifts per year.
 - The facility will replace the existing intermodal facility operated by Norfolk Southern Railway in north Charlotte that is at capacity and cannot be expanded.
 - This grant would fund the following project elements:
 - One additional support track
 - One additional intermodal loading track
 - The incremental cost of purchasing four hybrid overhead cranes
 - One additional hybrid crane
 - A GPS system for the cranes and truck equipment for the yard
 - Gate system enhancements
 - The relocation of a natural gas transmission line that traverses the proposed site

Fuller: Is this part of the Stimulus Act?

Orr: Yes, it is a part of the Stimulus Funds. There have been three previous stimulus programs, this is the fourth.

2. Property Transaction

Action: **Project: Airport Master Plan Land Acquisition**
Owner(s): Glyniss R Foxworthy
Property Address: 6416 Shoreline Drive
Property to be acquired: .4132 acres
Improvements: Vacant land
Purchase Price: \$36,000.00
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: R3 Use: vacant land
Tax Value: \$23,000
Tax Code: 055-362-23

5. STATUS REPORTS

1. Passenger Survey Results

Long talks to the committee about the passenger survey.

- Beginning in July 2008, CLT contracted with Phoenix Marketing International (PMI), a market research company based in New York, to develop and implement a customized passenger survey.
- Using a complete random approach, passengers are asked to participate in a 10 to 15 minute survey which evaluates their experience in all aspects of their trip including parking, check-in, security, terminal amenities, signage, cleanliness, concessions, baggage delivery and more.
- The surveys are conducted twice monthly in the gate area. The surveyors alternate between all five of the Airport's concourses and are here throughout the day (mornings, afternoons and evenings).
- Four hundred completed surveys are captured during a 12-month period.
- The Airport is now into its fourth full year with PMI and recently received the results for July

2011 – December 2011.

- The results show that in 2011, 93 percent of passengers ranked their overall experience at CLT as "Satisfied" or "Very Satisfied." The Overall Satisfaction percentage is not an average of the results from the various survey categories, but is an actual question asked in the survey. The question asked is, "Considering your entire experience at CLT, please rate your Overall Satisfaction."
- PMI's Travel Research Group works with Airports, Airlines (including US Airways), TSA, Hotels, Convention and Visitors Bureaus, Car Rental Companies and more.
- New this year is the sharing of results from other Airports including Jacksonville, Orlando, San Diego, Houston-Hobby and Houston-Bush. Not all Airports use the same methodology, but they all ask the "overall experience" question. CLT had the highest overall ranking, tying with Hobby, at 93%.

Riolo: Why do you think that overall satisfaction dropped from 2010-2011?

Long: It dropped by three points from 96% to 93%. I cannot say for certain, or pinpoint a specific reason as to why it dropped three points.

Orr: It could be sampling error. There would be some minor variations because it's a limited number of samples.

Long: That's correct. We do 400 surveys a year and the company gives us a 95% confidence level with about a plus or minus 5% margin of error.

Pretty: Is there any significant increases different from last year?

Long: Yes, our overall baggage delivery was the greatest increase from 62% to 88%. That could be due to the renovations. The area has a nicer look and feel to it, which could reflect our score.

McMahan: My personal experience is that it has improved. I flew in a week ago and did not have to wait very long at all.

Long: And anytime we have made improvements or renovations, we've seen our scores jump up. When we added the new FIDS monitors, new roadway signs, renovated the checkpoint, etc., we saw those scores bump up. So it's good to see the scores rise with the improvements that we're making.

Orr: They did share other airport's results with us this year.

Long: Yes, but only those airports that agreed to share their results.

Orr: They have to ask the airport permission to share their results. As you might expect, the airport that scored highly doesn't mind bragging. The ones the score low want to fade away, so what you're seeing here is the high scoring airports.

Gause: So when will this be done again?

Long: They are out here every month and share the results with us every six months.

Gause: On the questions related to the leaving the terminal, does that include the new taxi cab setup?

Long: It asks questions related to leaving the terminal, but doesn't get very specific with taxi service and experience. It's more about your bus ride to the parking facility, the courtesy level of the staff as

you leave the parking lot. It doesn't get into specifics about the taxis, but we can always modify our survey, so that may be a question that we can plan on adding in.

Gause: I think it would be very interesting to survey customers at some point now that we have the new guidelines in place to understand what the level of satisfaction is around that.

McMahan: Regarding Houston Airport, how many passenger enplanements do they have compared to us?

Orr: In total passengers, it is very close, but of course their local market is much bigger.

2. Sustainability

Orr shares a short video with the committee that captures the Airport's many "green efforts." The video was created for the Environmental Committee of City Council.

Bob Lucas updates the committee about the Airport Recycling Center. Equipment has been received as of last week. The bidders have been received and work should be started shortly, the permit for electrical is in the process of being completed.

3. Introduction of Assistant Aviation Directors

The committee acknowledges the retirement of Charles Simmons, Assistant Aviation Director for Administration & Finance, for his 29 ½ years of service.

Orr introduces the Airport's executive team including Assistant Aviation Director of Safety & Operations: Herbert Judon, Assistant Aviation Director of Development: Jack Christine, Assistant Aviation Director of Facilities: Mark Wiebke and the newest member to the Airport's team, Assistant Aviation Director of Finance & Administration: Brent Cagle.

4. Aviation Director's Report

North Carolina Airports Association Conference

- April 25-27
- Hilton Head New Bern/Riverfront Convention Center (New Bern, NC)
- Agenda provided to each member
- Last year, Shawn Dorsch and Morgan Edwards attended
- Please let Jennifer know this month

Miscellaneous Discussions

Riolo: Does anyone have questions regarding any other updates, such as the control tower or the nice article Eli wrote on traffic flow in Atlanta and Charlotte.

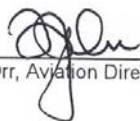
Fuller: Regarding the traffic flow, is that a long term thing?

Orr: Traffic flow is a long term thing, although I have not read Eli's article yet. The FAA held a press conference yesterday. I listened in to part of it. I was not exactly sure what they were announcing, but part of it was about Next Gen, which has been going on for a while and has a distance yet to go. Where it is headed is good and is good for everybody. I think the goal is to save fuel and time. When you save fuel in an airplane, you also save emissions, save money and you save noise. There are two elements that are important to us. One is the Optimized Profile Descent. That is what we have talked about before when the airplane comes in, up high, and the computer determines when, where and how to turn down the engines and kind of coast in. US Airways has accomplished that here. That will have major benefit to us, a very noticeable benefit from a noise perspective. The other part if it is the RNAV departures. RNAV departures are a mixed blessing. It puts the airplanes on carefully controlled routes.

That is good for the people who do not live under those routes, but not good for the people that do live under those routes. That is something we are struggling with, and all airports are struggling with. The other part of it that's interesting to me as an engineer is the more routes you have, the more traffic flow you have. Trying to put all cars on one road creates congestion and you lose capacity. In my mind, I think the future of RNAV is multiple routes that do the same thing as free flight, it is just computer-controlled free flight. That's not something that's going to come on like a light switch tomorrow. It will take a lot for the FAA to do that. But it would have very real benefits to us.

Riolo: If Mr. Parker gave me an airplane for the weekend and said I could fly it wherever I want, but you have to pay for the fuel, the most economical way to do that is you would climb to altitude as quickly as you can. That doesn't necessarily mean that you take the nose up high and get up and get away and make the least amount of noise. It means you get out fast and get up as quickly as you can. On the climb portion, you want to climb to altitude as quickly as you can. When you get to altitude, you want to establish the best lift over drag ratio, which is determined by something called an angle of attack. Of course they took out all of the angle of attack indicators in the airplane, so you don't really have that. You have to look at a chart to determine the speed. When it comes to descend, the most efficient way is to pull the engines back to idle power and descend until you need it and gain control of the airplane and have control at 1,000 feet. That would be with the power up to about 50 percent. That's how you would operate that entire way down. On the descend portion, if you want to glide all the way down, you want to begin that descend from the normal altitude you would fly at, at 35,000 to 40,000 feet, 100 miles away. You have to coordinate all of that with every airplane 100 miles out to have them come down on that glide ratio. When you look at all those airplanes and look at the close proximity of Charlotte and Atlanta, it is quite a task.

Meeting adjourned at 8:47 a.m.



T. J. Orr, Aviation Director

Distribution:

Mayor & City Council

Curt Walton, City Manager

Stephanie Kelly, City Clerk

Jeanne Peek, City Boards and Commissions Clerk

Ronnie Bryant, President/CEO, Charlotte Regional Partnership

Bob Morgan, Charlotte Chamber