



**AIRPORT COMMISSION
OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE**
Thursday, July 7, 2022 – 11:00 A.M.

ACTION SUMMARY MINUTES

1. CALL TO ORDER:

Committee Member Payne called the Committee meeting to order at 11:00 A.M.

2. POSTING OF AGENDA: Agenda posted on June 30, 2022.

3. ROLL CALL:

Committee Members Present: Breslin, Martin, Miller, Payne, Pye, and Weil
(Committee Member Weil joined the meeting at 11:16 a.m.)

Committee Members Absent: Schmitz

Staff Present:

Harry Barrett, Jr., Airport Executive Director

Ramon Sanchez, Interim Airport Operations Manager

Victoria Carpenter, Airport Administration Manager

Christina Brown, Airport Executive Administrative Assistant

4. ACCEPTANCE OF AGENDA:

ACTION: Accept the agenda as presented. **Moved by Committee Member Payne and seconded by Committee Member Miller and unanimously approved noting the absence of Committee Members Schmitz and Weil.**

5. PUBLIC COMMENTS: None

6. APPROVAL OF MINUTES:

ACTION: Approve the minutes of the Operations, Properties and Facilities Committee meeting held on May 5, 2022. **Moved by Committee Member Payne, seconded by**

Committee Member Pye and unanimously approved with Committee Member Miller abstaining and noting the absence of Committee Members Schmitz and Weil.

7. **PRESENTATION:** None

8. **DISCUSSION AND ACTION ITEMS:**

8.A Parking Capacity

Interim Airport Operations Manager Sanchez provided a comparison of short-term parking for 2020, 2021 and the first six months of 2022, he explained that short-term parking is one hour or less, and he said that the data showed that most of the parking at the airport has been and continues to be short-term parking. Committee Member Payne asked if staff had a sense of where the parking customers were coming from. Mr. Sanchez said that staff does not have that data, and he said that he believed that a survey would have to be done to capture the data and that staff could look into conducting a survey. Committee Member Payne asked if staff had any data on long-term parking. Mr. Sanchez said that most of the long-term parking was between two and five days.

Airport Executive Director Barrett said that the airport staff had been strategizing for the coming year and for future years. Mr. Barrett said that he had asked staff to determine if the overflow lot should be open full-time, and he said that staff does believe that the overflow lot does need to be open full-time for this year and that staff was working on the logistics of making that happen. Mr. Barrett said that staff has been looking into lot preparation, signage, and pricing, he said that staff had been in discussions with the parking contractor ABM about providing additional shuttle services, and he said that staff was looking into bringing on a parking consultant. Committee Member Payne asked if staff would be data gathering over the next month or two. Mr. Barrett said that staff had made the decision to open the overflow parking lot full-time and that staff was working out the details with ABM.

Committee Member Miller said that he had received comments from passengers that have said that they would prefer to park in the economy lot and that they have been hesitant because of a lack of signage. Mr. Barrett explained that the economy parking lot hadn't been opened up full-time, and he said that staff was currently working on determining the rates for the parking lots. Committee Member Miller said that staff

needs to make sure that there is good transportation between the terminal and the parking lot. Mr. Barrett said that staff had programmed into future years for zero emission buses so that the airport can have internal buses. Committee Member Miller said that it has been his experience that an airport needs to start the shuttle service off itself to develop a good airport shuttle service reputation and then the airport could contract the shuttle service out to a third-party.

Committee Member Payne suggested that staff look into an antonymous vehicle solution, and he asked if the economy parking lot would continue to be the holiday parking lot or if a different location for the holiday parking lot was to be determined. Mr. Barrett said that the holiday parking would remain in the economy parking lot. Committee Member Miller asked if there would be blacktopping, and restriping done at the economy parking lot. Mr. Barrett said that for this year, there would be some temporary maintenance done to make sure that the lot is ready for the year, and he said that after the season, a full reconstruction would be done for the economy parking lot and the parking lot that is across from El Cielo.

Mr. Barrett said that staff was planning on moving the employee parking off-site to create more public parking. Committee Member Payne asked how many parking spaces the employee parking lot currently has, and how many parking spaces would there be after the reconstruction. Mr. Sanchez said that the current and future employee parking spaces is approximately 80 to 100 parking spaces.

Committee Member Breslin referred to the opening of the economy parking lot, and she asked if adjustments would be made to increase the number of ADA parking spaces in the short-term parking. Mr. Sanchez said that the economy parking lot would include ADA parking spaces. Mr. Barrett explained that staff had not looked at increasing the ADA parking spaces in the short-term parking lot, and he said that staff was looking at adding 40 electric vehicle charging parking spaces to the short-term parking lot.

Committee Member Miller asked who enforces the parking in the lots because he has seen vehicles parked in the ADA parking spaces that were not displaying handicap placards or license plates, he has seen vehicles parked in locations that are not designated parking spaces, and he hasn't seen any parking enforcement. Mr. Sanchez said that ABM oversees the parking enforcement. Committee Member Miller asked if ABM has authority to issue parking citations. Mr. Sanchez said that ABM does

have authority to issue parking citations. Committee Member Miller requested that Mr. Sanchez provide additional data on the parking citations that have been issued by ABM.

Committee Member Payne summarized the parking capacity discussion. Mr. Barrett said that Airport Administration Manager Carpenter had met with ABM to discuss the shuttle service, Deputy Director of Aviation Marketing and Air Service Meier was working on the pricing options for this year, staff would work on bringing on a consultant to assist with future pricing, and Mr. Sanchez has been working on signage and the parking configuration. Committee Member Payne asked Ms. Carpenter if there was any sense of the effect that opening the economy parking lot would have on short-term parking revenue. Ms. Carpenter said that she did not have that information at this time and that an analysis would need to be completed. Committee Member Payne noted that the analysis would help determine the rates that would be charged and the amount of available space, and Ms. Carpenter agreed with Committee Member Payne.

Committee Member Miller inquired about the timeline for opening of the economy parking lot. Mr. Barrett said that the information could be provided to the Committee Members. Committee Member Miller recommended that staff heavily advertise the opening of the economy parking lot. Committee Member Miller Pye said that she agreed with the comments from Committee Members Miller and Breslin.

8.B Baggage Claim Capacity & **8.C** Baggage Notification Options

Interim Airport Operations Manager Sanchez reported that the IT staff looked at the Baggage Information Display System (BIDS) configuration, IT found that the information was getting cut off, and they adjusted the font so that the visual information was no longer affected. He said that the information being displayed was larger and that staff had received positive customer feedback.

Committee Member Payne asked Mr. Barrett if there had been a discussion with SITA about the information that he had provided to staff. Mr. Barrett reported that the installation of additional PA's was continuing to move forward, and he said that staff had a discussion with SITA that morning. He said that SITA had reported that PSP had 1,000 mismanaged bags for the year which is not a significant amount when considering that there are 1,200 bags per hour at the ticket counter. In terms of notification and bag tracking, staff spoke to SITA about the possibility of integrating

new hardware and software with the current hardware and software, and SITA advised staff that the upgrade would cost \$130,000 per year and there would be a one-time cost of \$18,000. Mr. Barrett said that staff would analyze the costs to see if they could be worked into the airport budget, and he noted that the IT staff had suggested that the airport staff analyze the situation more broadly because system wide, the airport was moving towards a common use model and that there may be a product that could better integrate with the common use system. Mr. Barrett explained that currently there isn't an easy way to enable the airlines to automatically provide the notifications on the BID system, and he said that SITA and the IT staff had suggested that there could be a training issue and that the airlines may need additional training to teach them to provide the notifications as they are dropping the bags.

Mr. Barrett reported that staff was aggressively working with the FAA on figuring out a plan for a physical expansion of the baggage claim area. He said that the project had been identified in the Capital Improvement Program, an airport on-call engineer had initiated a scope of work for the project, and Mr. Barrett said that he had asked Ms. Carpenter to provide a notice to proceed with the design.

Committee Member Payne said that he believed that there is a short-term, no cost, or low-cost fix to getting better notification from the airlines, he said that SITA had advised him that there is a keypad capability that would allow the ground handler to enter the flight information, and an airline or airport employee could announce the information. He said that according to SITA, which would need to be validated, would be the quickest fix to ensure that the bags came in, it would provide some tracking, and it would be a way to capture the data for analysis.

Mr. Sanchez explained that because the baggage handlers don't always make sure that the flight information has been posted to the BID system, which makes it difficult for airport staff to be certain if there is an issue with the BID system or if the baggage handlers are failing to complete the process of posting the baggage information to the BID system, and he said that staff was working on issuing a policy that requires the airlines to get the baggage information out either by posting to the BID system or by using the PA system. Mr. Barrett said that IT had suggested that the BHS be configured to keep the belt from moving until the baggage information has been selected and posted to the BID system which could help staff determine if there is a training issue or an issue with the BID system.

Committee Member Miller inquired about the services that would be provided for the annual fee of \$130,000. Mr. Barrett said that for the annual fee, SITA would provide the data for inbound and outbound baggage. Committee Member Payne explained that SITA charges on a per bag basis and that SITA's pitch is that the data would be useful to the airlines, the airport could charge the airlines a small fee to recover the cost, and the data would improve the customer experience. Committee Member Miller noted that in his experience, it is typically the airlines that would pay for the data. Mr. Barrett explained that currently the airport is not capturing revenue for bags because the airport has the new BHS, and staff is trying to work through negotiations with the airlines.

Committee Member Payne asked Mr. Barrett what his best general sense was in regard to the baggage situation. Mr. Barrett explained that because the airport is currently out of the peak season and the seasonal carriers are gone, there isn't the same amount of baggage that is typically seen during the peak season. Mr. Barrett said that V-1 Consulting had determined from their analysis that there would also be an issue with the outbound baggage system during the peak season, and he said that staff was working on solutions for that issue. In terms of the inbound baggage handling, staff found that there was a problem with one airline specifically, the airline has changed management, and staff was expecting to see an improvement with the inbound baggage handling.

8.D Consolidated Car Rental Facility (CONRAC)

Airport Executive Director Barrett presented a Google map of the airport, and he explained that the challenge with the CONRAC, and the reason why the airport is pushing for an Airport Master Plan, is that the original plan to put the CONRAC in the location of the current rental car facilities would no longer work because of the growth of the airport. He said that if the airport intends on adding international services, the expansion will need to go to the North toward the current car rental facilities. Mr. Barrett said that staff has been in discussions with the rental car companies about relocation at another location on the airfield, and he said that the rental car companies were resistant because it could affect the customer experience. Mr. Barrett said that staff was working with the City Manager and the City Council to determine how to move forward with the CONRAC.

Committee Member Payne asked if there had been any consideration to initiate a project for stripping and signage to reduce rental car customers from driving in the wrong direction. Mr. Barrett said that staff had considered installing spike strips, new signage, and markings, and he said that he would be revisiting the project with the airport maintenance team.

Committee Member Miller inquired about how the airport could move forward with the CONRAC, and he said that it appeared that the placement of the CONRAC is a critical issue. Mr. Barrett said that the placement of the CONRAC is a critical issue, and he said that the placement could be worked out through the Master Plan process. He said that staff has discussed temporary solutions with car rental companies, and he said that one of the temporary solutions may involve displacement of some of the public parking in Parking Lot A to create capacity for the rental car companies. Mr. Barrett said that staff was also considering relocating the car rental companies to the USO and Customs building, and he said that staff was looking into where the USO and Customs could be relocated.

Committee Member Miller asked if staff had considered relocating the car rental companies to an offsite location. Mr. Barrett said that the rental car companies have been resistant to being relocated to an offsite location. Committee Member Payne asked if there was a supply and demand issue with rental cars. Mr. Barrett confirmed that there is a supply and demand issue with rental cars.

Committee Member Payne inquired about the new economy parking lot. Mr. Barrett explained the holiday parking lot would be the new full time economy parking lot. Committee Member Payne asked if there were approximately 900 parking spaces in the economy parking lot which Mr. Barrett confirmed.

Committee Member Payne said that he would like to see a resolution for the relocation of the rental car companies while maintaining the customer experience, and he said that he would also like for there to be a way for rental car customers to be able to utilize an electronic board at the airport that provides the location of their rental car so that they can go straight to their rental car and quickly leave the rental car facility. Committee Member Miller noted that it may not be possible to provide this type of service when an airport expansion is being considered.

9. COMMITTEE MEMBERS REPORTS AND REQUESTS:

Committee Member Miller asked if there had been any new information on the level of responsibility of the company that had installed the new baggage handling system. Mr. Barrett said that staff had received V-1 Consulting's preliminary findings and that V-1 Consulting had provided short, medium, and long-range solutions, each of the scenarios would require a construction project, and he said that he could provide more data at a later date. Committee Member Payne asked if there could be any recourse based on previous decisions. Mr. Barrett said that V-1 Consulting would be retroactively looking into the previous decisions.

Committee Member Payne inquired about Amadeus. Mr. Barrett said that Amadeus would be installing the common use equipment at the gates and potentially at the ticket counters.

10. ADJOURNMENT:

ACTION: Motion to adjourn. **Moved by Committee Member Miller and seconded by Committee Member Payne and unanimously approved noting the absence of Committee Members Schmitz and Weil (Committee Member Weil exited the meeting at 11:46 p.m.**

The Airport Operations, Properties and Facilities Committee Meeting adjourned at 12:00 P.M.



Christina Brown
Executive Administrative Assistant

APPROVED BY OPERATIONS, PROPERTIES AND FACILITIES COMMITTEE: 09/14/2022