



**MINUTES**  
**Airport Advisory Commission**  
**November 25, 2008**

**COMMISSIONERS PRESENT:** Lynn French – Chairman  
Dr. Pat Boone  
Joel Miller  
Wally Miller – Vice Chairman  
Dennis Weber

**COMMISSIONERS ABSENT:** Bud Patterson  
Greg Timm

**NON-VOTING MEMBERS PRESENT:** Dave Elliott, Alternate Commissioner  
Dennis Hisey, El Paso County Commissioner

**NON-VOTING MEMBERS ABSENT:** Rob MacDonald, Pikes Peak Area Council of Governments  
George Sugars, El Paso County DOT

**CITY STAFF PRESENT:** Kelly Jackson, Airport Public Affairs Administrator  
Tom Marrese, Asst. City Attorney  
John McGinley, Asst. Director, Ops & Maintenance  
Neil Ralston, Airport Planning & Development Manager  
Gisela Shanahan, Asst. Director, Finance & Administration

**CITY STAFF ABSENT:** Mark Earle, Director of Aviation  
John Faulkner, Asst. Director, Planning & Development

**GUESTS PRESENT:** Levi Anstine, COS Analyst  
Wayne Heilman, Gazette  
Mike Jahner, CSPD  
Matt Harrell, CSPD  
Mary McElderry, COS Sr. Accountant  
Danielle Scott, COS Accounting Supervisor

**Next meeting is Tuesday, December 16, 2008.**

**1. APPROVAL OF THE OCTOBER 28, 2008, MINUTES:**

Chairman French asked for approval of the October 28, 2008 Airport Advisory Commission minutes. No objections; minutes were approved as submitted.

**2. PUBLIC OR CITIZEN GROUP COMMENTS:**

None

**3. GENERAL BUSINESS**

→ **Land Use Items – Neil Ralston**

Neil Ralston presented the following land use items:

- ◆ Item #1: CPC CU 08-00169, AR DP 08-00583
- ◆ Item #2: AR DP 08-00582
- ◆ Item #3: AR FP 08-00598, CPC CP 06-00-168-A1MJ0
- ◆ Item #4: AR FP 08-00606

Commissioner Boone asked about item #4. Neil explained that because of the Aviation Way improvements, we had to do a land swap and sold a parcel of ground which required a replat.

Commissioner W. Miller asked about items #11 and #12 from the previous meeting. Neil noted that the FAA determined both items would penetrate the Part 77 airspace which would require a study. This study should be complete in December and then the items will come forward for approval.

Commissioner W. Miller made the motion to approve the land use items as recommended by Airport staff and Commissioner Boone seconded the motion. The motion was carried by unanimous vote.

**4. STAFF REPORTS**

→ **Traffic Report – Gisela Shanahan**

- **Enplanements** – Year-to-date we are 1.3% below 2007 year-to-date. October is down 14.8% and holding steady. Last month was our first substantial decline as compared to last year. October saw the same decline which is a good indication that the capacity that came out of the market stabilized after the September adjustment. We haven't seen any further reductions in capacity or passengers. When we look at some of the airline variances, you'll see that Allegiant increased. This increase is due to US Airways eliminating their Las Vegas flight which has driven passengers over to Allegiant. American had no capacity changes but we're starting to see the variance from the elimination of the Chicago flight and load factors. Continental is a combination of their load factors being lower this year and a slightly lower frequency on their Houston route. Delta is a combination of the Cincinnati flight coming out of the market and the reduction of the Atlanta frequency. Northwest Airlines is due to the change in the fleet. US Airways no

longer has the Las Vegas flight and a slight change in their Phoenix frequency. United is fairly stable; they did have reduction in San Francisco and Chicago flights.

- **Landed weight** – Approximately equal to last year at .5% above 2007. Despite some of the frequency reductions and some of the shifting in aircraft and fleet mixes, landed weight has held relatively stable.
- **Freight and mail** – Year-to-date is 5.7% below 2007. We expect to see this number continue to decline as the impact of the Airborne Express departing the market creates a variance.
- **Aircraft Operations** – Down 5.8%. General Aviation is the primary driver and is down 16.3%. We've been talking to our FBOs and found that fuel prices and the economy have had quite an impact. Commissioner W. Miller asked if we have a breakdown of the GA activity. He felt it would be helpful to see. Gisela Shanahan indicated that we do not receive that type of information from the FBOs however we can review the information to see if we can extract anything.
- **Load factors** – Averaged 79.1% for the airlines. This is relatively stable compared to last year. Frontier is at 61% which is right in line with their nationwide load factors for the month of October. For the Lynx service, we are actually higher than the system-wide average.
- **Airline Seats Available** – Year-to-date totals are up .4%.

#### → Finance Report – Gisela Shanahan

- **Total earned revenue vs. budget** is 2% below budget year-to-date, which is an improvement from previous months at about 4% below budget. It is getting closer to meeting our budget expectations which is quite remarkable when you consider that the budget was prepared anticipating a much different level of air service. In public parking you'll see a substantial difference of \$640,000 which is directly related to the passengers. You'll also see an increase in Other Buildings and Areas of \$311,444 which is due to the State fuel tax revenue catch up payment.
- **Actual vs. Actual Revenue**, which compares year-to-date is up 7.4%.
- **Obligations by Type/ Expenditures as Compared to the Budget** – 9.9% below the authorized budget year-to-date, which is due to the measures we've put in place to reduce our overall expenditures.
- **Expenses** – 1.2% savings as compared to expenditures for October 2007.
- **Summary of Concession Revenues** - The net revenues year-to-date are 1.5% below 2007. The biggest variance is in the Terminal Concessions which is 2.3% down; this is comprised of Smarte Carte, Shoe Shine, Telephone, ATM. Most people will spend their hour or two of waiting time on food or books, so you'll see news and gifts not as drastically impacted. Revenues per enplaned passenger are down .7%.

Commissioner W. Miller asked if we have any data that compares us with other airports similar to our size. Gisela Shanahan indicated that we are working on those numbers and will have a report in the future.

## ➔ Operations and Maintenance – John McGinley

### Operations

- We have wrapped up our snow removal process. After Troy met with the AAC last month, we met with airline tenants, rental car and deicing contractor. We had some good discussions and coordination. Over the last three years our process has steadily improved.
- We had a press conference on Wednesday to kick off the Holiday Travel Season with travel tips from John McGinley and tips from TSA. We had good attendance. It's likely we'll continue to get more press. Tomorrow will be the busiest travel day prior to the holidays and on return, Sunday will be busy as well.

### Maintenance

- The ACLM (Airport Computer and Lighting Monitoring) system that's in the Tower, is a touch screen system used for controlling the airfield lighting circuits by the Tower and Maintenance staff. In the past, the testing process was quite lengthy. On a quarterly basis, the electricians would check for problems by locking out the circuits, tagging and isolating them and then running a meter through to test the resistance in the lines. If a problem was detected, the area was isolated to find the problem. We have 24 circuits and per circuit, it used to run us about two hours to test them. With the new automated monitoring system, testing can be done by a preset schedule. Now we are able to study the data and identify any problems without having to lock out the circuits. This new system is saving us a lot of staff time.

### General Aviation

- The NBAA luncheon and the Airport Operators Group meeting were held last week and were well attended. At the beginning of the month we had the Pilot Briefing in the East Terminal Unit. Every time we have these meetings, we continue to see a stronger program with greater attendance. We are continuing to get positive feedback from the GA community. At the last Pilot Briefing we had a crew bring over a C130. The attendees saw a briefing from the pilot and were able to go on the ramp to tour the aircraft. Chairman French added that attendance went from 82 to 93. As a result of the increase we will be holding these meetings quarterly. The next meeting is January 27<sup>th</sup> right after the AAC meeting.
- We continue to monitor the proposed regulation for the Large Aircraft Security Program (LASP). The comment period has been extended another 60 days and will close the first week in February. The LASP proposed regulation is currently in the Federal Register and requires any aircraft that weighs 12,500 or greater to comply with certain security regulations, which is almost equivalent of requiring them to put a security manual together. On the airport side, if there are any aircraft based at a GA airport that happen to be 12,500 or greater, those airports will be required to have a security program, similar to what we have in place. We've had one of these programs for years, so the impact at COS will be minimal for the aircraft operators. For other GA airports, it's going to be quite a transition. John McGinley participated in a conference call with AAAE on this issue. The manager from the Lake Tahoe Airport will be putting together a survey that will be distributed to all the airports through AAAE. They will do a cost analysis on how much this will impact the airports and the industry. This was brought up at the Airport Operators Group and the NBAA lunch last week. AAAE is also coordinating with NBAA and other

industry groups to make sure that all of our messages and comments are circulated amongst the groups and returned to the FAA prior to the deadline. As of two weeks ago, there were 700 comments that were submitted. One of the things being emphasized is that we all need to gather data for the cost benefit analyses to be sure that we're providing information to support our side. Commissioner J. Miller asked how the operators would get access to the computer to check the passengers. John McGinley will find out.

Commissioner Boone asked how the Family Lane is working out. John hasn't heard specifically, but presumes its going well and being well received.

#### → **Planning and Development – Neil Ralston**

- **VSR** - No change from last month.
- **Interior Signage** – We are still working with the sign company to fine tune the prototype regarding color selection and design features. We hope to be in a position to receive bids in January and installation of the signs in the Spring.
- **Roadway Signage** – We are working with the sign engineer regarding several adjustments to help with sign legibility. We are looking at the font sizes and in several cases we are taking a look at increasing the actual font size. We are also looking into a reflective background as opposed to a painted non-reflective background. We intend to have these issues resolved in the next few weeks and then have the sign company modify any shop drawings so they can begin fabrication and installation in the Spring. Commissioner J. Miller asked if the modifications will adjust the cost. Neil Ralston and John McGinley indicated that we haven't gotten to that stage yet.
- **Old Terminal Remediation and Demolition** – Remains on hold as we await a response from a prospective tenant.
- **Defense Access Road Design and Construction** – The Business Park team continues to work through the environmental coordination process with key stakeholders with CDOT and FHWA to evaluate the new roadway alignment for the north/south spine road through the Business Park, currently being called Airbus Point. Some of the key issues under consideration are the high value vegetation preservation (blue stem prairie grass) and traffic flows. Of particular interest to CDOT is the proposed future interchange at Airbus Point and Proby Pkwy and how it will work with the proposed interchange at Powers and Proby. There is a traffic engineering company reviewing all of this. Once this process is complete, we will reinitiate design, which may be in the Spring of 2009 with construction in the Summer of 2010.

The lease with COPT is in the final stages of negotiation and we hope to have this done soon.

Commissioner J. Miller asked if the environmental impact study has to be redone for the interchange. Neil Ralston explained that there has been a reevaluation of the environmental assessment. We are trying to focus only on the items that are changing with the realignment. Commissioner J. Miller recalled that there was a large coalition that helped with this and asked if they are still involved. Neil Ralston noted that the extent is not as great and we are still trying to scope out exactly what needs to be done.

- **Taxiway E Rehab** – Mother Nature has been very kind to us on this project. All concrete and asphalt paving on the project, 59,000 square yards, was complete last week. This week the contractor continues to work on installing the cans and the joint sealing. The contractor is on pace to finish the job on schedule.
- **Canopies** – The contractor continues to make repairs on some of the remaining problem areas.
- **Terminal Seating** – The seats will begin arriving on Monday with three separate shipments. Assembly will take about a week for each shipment and once they are assembled we'll swap them out, hold room by hold room, during the night time hours. Beginning December 8 you should start seeing new seats in the terminal. We hope that all of them will be in place by Christmas. The electrical units on the seats will be installed at a later date. Outlets locations in the floors will be determined after the seats have been placed.
- **Parking Revenue Control** – We went operational with the new system last Monday the 17<sup>th</sup>. The most visible element is the seven new self pay stations in lanes 5-11. From the 17<sup>th</sup> to the 23<sup>rd</sup> over 2900 vehicles used the self pay stations, which is about 500 per day. The flight crew parking lot in the west lot is also open and the transition to the new AVI equipment will be in early December.
- **Red Box and Zoox Concessions** – We are working on the agreements with both vendors and hope to have them in early December.
- **Bud Breckner Blvd** – City Planning has concluded their review. We are still working with them on the use of Blvd since this is usually only used on public streets. Planning received three emails in support of the use of the name change.

Dennis Hisey commented that he noticed the light standards had a fair amount of corrosion on the bottom of them. He asked if this could be addressed before it becomes a problem. John McGinley stated that it will be put into the PM schedule.

Commissioner W. Miller gave a thanks to Kelly Jackson and Wayne Heilman for the positive articles that have been printed in the Gazette. Commissioner Boone noted that she was out here during the Holiday Travel Tips media blitz and complimented everyone on the good job. She also commented that she noticed that the new parking pay stations have international symbols on them which she feels will help make them easier to read at night.

#### ➔ **Public Affairs and Customer Care – Kelly Jackson**

- **Information Center Customer Care** – In October we assisted 5,507 customers which is a 6% decrease from October 2007. Year-to-date is 2% higher and some of this can be attributed to the roaming volunteer. He has assisted approximately 7,500 customers year-to-date, which is over 10% of the customers being serviced. He doesn't let a passenger go by without being acknowledged. Beginning at the first of the year, Kelly Jackson will be interviewing names on the waiting list and seeding them in for the roaming position. Commissioner J. Miller noted that he has seen roaming volunteers at Denver and felt it was very helpful. He helped at Christmas time last year and said it was a great customer service item. The COS roaming volunteer has developed such a rapport with TSA and the vendors that we will be using him as a trainer for the new volunteers. Commissioner W. Miller asked what we do for special recognition of the volunteers. Kelly Jackson noted

that they receive years of service pins, certificates of appreciation, and one was nominated for Volunteer of the Year through the Convention and Visitors Bureau. We also have two social gatherings per year for the volunteers. One of which is an awards event and the other is more informal. Kelly Jackson extended the invitation to the Commissioners to attend the next gathering in January. Commissioner Weber asked if we have a president and vice president of the group and recommended that they could be involved by attending the AAC meeting and giving updates. Kelly Jackson said we have not implemented that, but would give it consideration.

- Comment Card Statistics – A new format was presented. Food service comments that were received last year were much higher than this year, which indicates that the food service is improving; same with the TSA comments. Commissioner W. Miller asked if the concessions are informed of the different comments. Kelly Jackson noted that all comment cards are forwarded to the appropriate tenant or assistant director. Commissioner Boone questioned the negative comment about the restrooms and noted that every time she's been in them they are immaculate. Kelly Jackson stated that these comments are usually due to the time of day or a customer complaining about a towel dispenser being empty.
- Contact Us Tallies – These are from the website and the totals are very consistent from year to year. Many of the inquiries are for directions to the airport or what time should a passenger arrive. Commissioner Elliott asked how quick responses are given. Kelly Jackson said it's immediate.
- Last page of the report is a record of tours given over the year. This last week we have received three different requests for tours in December. Many of the tours are about jobs available at an airport. Some of the schools are beginning to return each year for this tour. Commissioner Weber asked if any of the students could become volunteers. Kelly Jackson noted that interest has not been expressed yet, but will check into this.
- On December 13, Skywest/United will be hosting the Fantasy Flight. They are working with the Junior League on the coordination of this. Fifty underprivileged children will be given the opportunity to go on a flight. They will depart about 7:00 p.m. from the main concourse and return to the North Pole at Gate 15 for a visit with Santa.
- Commissioner Boone asked if any of us know about the Snow Ball Express that American Airlines participates in. She explained that they have a number of planes that take military families that have had a member killed in action to Disneyland. Kelly Jackson offered to follow up on this and send info to the media and the Commissioners.

#### → **Director's Report – Gisela Shanahan**

- We have been working through the FAA reauthorization program for the AIP funds. The planning and development staff has put some plans in place for phasing our 2009 projects a little differently. We have authorization through March which will give us approximately 33% of our funding on our entitlement discretionary grants. This is not directly related to the time of year. We are phasing our projects so we can begin and not delay them in any way. You'll see a slight change in the Echo project because of the phasing. We're not sure how all of this will work out with the new Obama team coming on board in 2009. We are working with the industry organization such as AAAE and ACI to work with the Obama transition team on getting the airport program into a public works program as part of an economic recovery package.

- We had our meeting with the airlines two weeks ago to discuss the 2009 Rates and Charges based on the budget. This went very well. We received very favorable comments from the airlines on our rates. There were a few questions on certain issues but no overall concern about the rates at this airport. Our rates are increasing in 2009, just as with other airports in the country. The airlines are very happy with the rates and how we are managing the airport, unlike some other airports in which they are still in negotiation with. Due to our planning, we are one of the few airports in the country that does not have substantial capital needs at this time.

**5. OTHER BUSINESS**

None

**6. CHAIRMAN'S COMMENTS**

- The next AAC meeting is on December 16, 2008.
- December 11 is the next Safety Team meeting at the Skywest facility.

**AIRPORT STAFF ACTION ITEMS**

Action Item	Assigned To	Status
Find out how GA operators will have computer access to check passengers names for the LASP	John M	
Send details to Commissioners about American's Snowball Express	Kelly	

Minutes respectfully submitted by:  
Kelly Jackson, Airport Public Affairs Administrator