

**Airport Advisory Commission  
Meeting Minutes  
Tuesday, April 19, 2022  
3:30 PM**

**Alamo Area Council of Governments, Main Conference Room**

**Members Present**

Ron Bright  
Frank Cruz

Roger Dillard

Mark Fessler, Chairman

Pat Garrison

John Grisell

Marsha Hendler, Secretary

Earl Jackson, Jr., Vice Chairman

Deborah Omowale Jarmon

Aurelina Prado

Diane Rath

Brent Salter

Amy Shaw

Matthew Starr

**Members Absent**

Marco Barros  
Charnelle Chin

Rami Motawea

Ed Onwe

Brent Salter

**1 Vacant Position**

**Staff Present**

Nicole Fowles, Board Liaison

Karen Ellis, Chief Customer

Experience Officer

Katinka Howell, Assistant City

Attorney

**Visitors Present**

Ed Benson, Security Airpark

Christina Taylor, Sunland Group

Pamela Canales, Pape-Dawson

**Call to Order / Roll Call**

The meeting was called to order by Mark Fessler, Chairman at 3:38 p.m. The roll call was taken by Nicole Fowles, Board Liaison. A quorum of 14 was present.

**1. Approval of Meeting Minutes**

*Motion:* Earl Jackson moved to approve the meeting minutes from the meeting held on February 22, 2022. Frank Cruz seconded the motion. Motion Passed unanimously by those present.

**Items for Briefing and Possible Action:**

**Customer Experience Update for the San Antonio International Airport**

Chief Customer Experience Officer provided a presentation on the Item.

*Public Comments:*

There were no public comments on this item.

*Discussion and Motion:* The Commission was supportive of the current and planned programs at the San Antonio International Airport that highlighted enhancement of the passenger experience. Commissioner Roger Dillard asked about the airline participation in programs such as the Wings For All which helps individuals with autism or other intellectual and developmental disabilities and their families practice taking a flight from parking their vehicle in the parking garage to checking-in at the ticket counter and going through the security checkpoint and then boarding a plane. Chief Customer Experience Officer Karen Ellis explained that the airlines and concessionaires were very supportive of this program. Commissioner Ron Bright asked about the AIRA position which assists low vision individuals navigate airports and shared his wife's experience at another airport without AIRA. Commissioner Diane Rath offered to send information on an Alamo Area Council of Government (AACOG) program that trained law enforcement and other individuals who interact with the public on the best practices. She explained the training helped Leon Valley Fire Department apprehend an individual with severe intellectual disabilities. Commissioner Amy Shaw expressed support for the upcoming public art program sponsored by USAA. Commissioner Earl Jackson commented his approval on the growth of the Customer Experience Team. Commissioner John Grisell asked about the catchment area of international passengers. Commissioner Aurelina Prado asked if any new airlines were coming. Ms. Ellis said information on new airlines would be shared with the Commission once it was announced. In response to learning how the airport system participates in a program that surveys passengers at San Antonio International on their overall experience, Commissioner Marsha Hendler, Secretary, Commissioner Frank Cruz and Commissioner Bright asked about the surveying process. Ms. Ellis shared that the survey company representatives take an iPad with them and stops passengers in both terminals pre and post security to see if they would be interested answering questions about their experience at the airport. She also noted that the airport was recognized for its hygiene processes for the last two years (during COVID) and she received comments from other surveys performed by the airlines.

*Vote:* This item was for briefing purposes only and no action was taken by the Commission.

### **3. Public Comment**

There were no public comments given at the meeting.

### **Adjournment**

The meeting adjourned 4:28 p.m.