

City of San Antonio



AGENDA PACKET

Airport Advisory Commission Meeting

Tuesday, April 19, 2022

3:30 PM

**Alamo Area Council of
Governments Conference
Room, 2700 NE Interstate
410 Loop, Suite 101**

The Airport Advisory Commission Meeting will hold its regular meeting in the Alamo Area Council of Governments Conference Room, 2700 NE Interstate 410 Loop, Suite 101 beginning at 3:30 PM. Once convened, the Airport Advisory Commission Meeting will take up the following items no sooner than the designated times.

Members of the public can comment on items on the agenda.

Public Comment: Citizens who wish to submit comments, up to 300 words, to be read into the record at the Airport Advisory Commission meeting should submit those comments, along with their name and address, through one of the methods described below by 4:30 p.m. on the day before the posted meeting date. Please note: comments that do not pertain to the posted agenda items will not be presented to the Commission:

- a. Email: Please email the comments to AACBoardLiaison@sanantonio.gov.
- b. Drop-off: Please drop-off a written statement at the Aviation Department offices located in Terminal A of the San Antonio International Airport at 9800 Airport Blvd. The offices are open on Mondays through Fridays from 7:45 a.m. until 4:30 p.m. except for City Holidays.
- c. Voicemail: Please leave a voicemail at (210) 207-7277. Messages will be transcribed and read at the meeting.

Once a quorum is established, the Airport Advisory Commission Meeting shall consider the following:

Approval of Minutes

1. Approval of the minutes from the Airport Advisory Commission meeting on February 22, 2022

Public Comments

Briefing and Possible Action on the following items

2. Customer Experience Program Overview [Karen Ellis, Chief Customer Experience Officer, Aviation Department]

Staff and Commission Updates

3. Director's Report [Thomas Bartlett, Deputy Director, Aviation Department]
4. Announcements and Topics For Next Meeting

DISABILITY ACCESS STATEMENT

This meeting site is wheelchair accessible. Auxiliary Aids and Services, including Deaf interpreters, must be requested forty-eight [48] hours prior to the meeting. For assistance, call (210) 207-7268 or 711 Texas Relay Service for the Deaf.

Intérpretes en español estarán disponibles durante la junta del consejo de la ciudad para los asistentes que lo requieran. También se proveerán intérpretes para los ciudadanos que deseen exponer su punto de vista al consejo de la ciudad. Para más información, llame al (210) 207-7253

**Airport Advisory Commission
Meeting Minutes
Tuesday, February 22, 2022
3:30 PM
Stinson Municipal Airport**

Members Present

Marco Barros
Frank Cruz
Roger Dillard
Pat Garrison

Marsha Hendler, Secretary
Earl Jackson, Jr., Vice Chairman
Deborah Omowale Jarmon

Rami Motawea
Diane Rath
Matthew Starr

Members Absent

Ron Bright
Charnelle Chin
Mark Fessler, Chairman
John Grisell

Ed Onwe
Aurelina Prado
Brent Salter

Amy Shaw

1 Vacant Position

Staff Present

Nicole Fowles, Board Liaison
Thomas Bartlett, Deputy Director
Jeff Coyle, Assistant City Manager
Jacob Tyler, Air Service
Development Manager

Visitors Present

Sravani Kanigalpula, Student,
UTSA College of Architecture

Call to Order / Roll Call

The meeting was called to order by Earl Jackson, Jr, Vice Chairman at 3:36 p.m. The roll call was taken by Nicole Fowles, Board Liaison. A quorum of 10 was present.

1. Approval of Meeting Minutes

Motion: Marsha Hendler moved to approve the meeting minutes from the meeting held on January 18, 2022. Frank Cruz seconded the motion. Motion Passed unanimously by those present.

Items for Briefing and Possible Action:

2. Air Service Update

Air Service Development Manager 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 efforts to expand and retain air service for San Antonio International Airport. Commissioner Roger Dillard asked about efforts to obtain service to Reagan National Airport in Washington, DC. Deputy Director Thomas Bartlett briefly explained the history of the

Perimeter Rule and recommended staff provide periodic updates to the Commission on the efforts to obtain this service, which will require Congressional action.

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

2. Director's Report

Public Comments:

There were no public comments on this item.

Discussion and Motion: The Commission members discussed the updates provided by Deputy Director Bartlett. Commissioner Rami Motawea asked that the Commission receive a briefing on the upcoming concession solicitations once they are ready for release. Deputy Director also offered to provide a briefing on the development and status of new Design Standards. Commissioner Deborah Omowale Jarmon asked for a status report on the Spring Break Travel and any Fiesta-related activities. Commissioner Marco Barros asked staff to continue to update the Commission on travel updates.

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 4:18 p.m.



City of San Antonio

Agenda Memorandum

File Number:
22-183639

Agenda Item Number: 2

Agenda Date: April 19, 2022

In Control: Airport Advisory Commission Meeting

DEPARTMENT: Aviation Department

DEPARTMENT HEAD: Jesus H. Saenz Jr.

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Customer Experience Program Overview

SUMMARY:

The presentation provides a briefing on the Customer Experience Program in the San Antonio Airport System. Chief Customer Experience Officer Karen Ellis will present to the Airport Advisory Commission on current and upcoming initiatives to enhance the passenger experience at San Antonio International Airport.

BACKGROUND INFORMATION:

The Aviation Department has consistently been recognized for its customer experience programs, most recently being recognized Best Hygiene Measures By Region (North America) by Airports Council International and ranking 9th in the J.D. Power Annual 2021 Airport Satisfaction Study. Ms. Ellis will present to commission members several new initiatives including the new

Transportation Security Administration Passenger Screening Canine units that recently commenced to enhance the passenger screening process at the San Antonio International Airport. She will also present information on recent public art exhibits and the upcoming Sunflower Lanyard program to assist passengers with hidden disabilities.

ISSUE:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

ALTERNATIVES:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.



City of San Antonio

Agenda Memorandum

File Number:
22-183640

Agenda Item Number: 3

Agenda Date: April 19, 2022

In Control: Airport Advisory Commission Meeting

DEPARTMENT: Aviation Department

DEPARTMENT HEAD: Jesus H. Saenz Jr.

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Director's Report

SUMMARY:

During this report, the Director or Deputy Director for the San Antonio Airport System will provide the Airport Advisory Commission members on recent or upcoming events or council actions that the San Antonio Airport System participated or is participating in.

BACKGROUND INFORMATION:

Each month, the Director or Deputy Director for the San Antonio Airport System briefs the Commission on recent or upcoming events, programs or milestones. In the past, this report has included updates on the vaccination clinic; the extension of the Transportation Security Administration mask mandate; and, upcoming or public artwork exhibits.

ISSUE:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

ALTERNATIVES:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.