

SALT LAKE CITY DEPARTMENT OF AIRPORTS  
MINUTES OF ADVISORY BOARD MEETING

26 June 2013

Members Present: Wayne Holland (Chair  
Natalie Gochnour (Vice-Chair)  
Igor Best-Devereux  
Mickey Gallivan  
David Ibarra  
J.T. Martin  
Russ Pack

Excused: Mike Zuhl

City Council: Carlton Christensen

Mayor's Office: David Everitt

Department of Airports: Maureen Riley, Executive Director  
Kristen Elder, Support Staff

Chair Wayne Holland called the meeting to order at 8:00 a.m.

AGENDA

**A. Minutes**

The motion was made by Chair Wayne Holland and seconded by Vice-Chair Natalie Gochnour to approve the minutes of the May 15, 2013 meeting, as presented. All votes were affirmative; motion passed.

**B. Director's Report**

Maureen Riley, Executive Director, updated the Airport Advisory Board regarding current events.

- Barbara Gann, Public Relations and Marketing Director, recently attended JumpStart 2013. This annual marketing event gives airport personnel an opportunity to discuss air service with various airlines.
  - JetBlue has three daily flights from SLC with no planned changes, although they are considering Boston as a future market. Last month's load factor was 99%.
  - Southwest has 33 daily departures with no plans to add flights. They have a load factor of 71% (up from 62% last year)—the lowest at SLC.
  - Delta is performing well with loads over 90%. Gann and David Dague of SH&E encouraged Delta to add service to some of our biggest markets.

- SLC is courting Spirit Airlines, a low-cost carrier. Riley noted that marketing and promotion efforts to get a new entrant into a market can often take years.
- SLC has encouraged Alaska Airlines to add flights to Portland, Oregon.
- Parking revenue was up in May 2013. Total revenues through May 31<sup>st</sup> (11 months into the fiscal year) were \$31.8 million, an increase of over 15% from last fiscal year. Net revenues were just over \$26 million (up 10% from last year). We will continue to analyze the impact of TRAX service on parking revenues as more data is collected.

Carlton Christensen asked if the recent increase was because of to the number of transactions or to a rate change. Riley answered that while there was a recent rate change, the number of transactions had only decreased by 1% and she believes the growth is an indicator of the improving economy.

Christensen also asked how the off-site parking providers are doing by comparison. Riley said she did not know, but would consider having Bruce Barclay, Airport Operations Manager/Parking, give a presentation at a future meeting to discuss parking at SLC and as an industry.

- A 60% increase in mail was noted during last month's meeting. Riley noted another increase of 37% was reported in May. The United States Postal Service (USPS) has changed how they are shipping mail and have gone back to flying mail out of SLC rather than using ground transportation. USPS has added four new flights with United Parcel Service and we may see statistics continue to rise until the changes stabilize.
- As reported in the media, the Salt Lake City budget was passed by the City Council and vetoed by the Mayor. The veto was subsequently overridden by the City Council. During that process, the Airport's budget remained unchanged from when it was presented to the Board in March. David Everitt added that the Airport was not a part of the tax increase discussion.
- As a reminder, there will be no Advisory Board meeting in July.

### **C. Terminal Redevelopment Program – Public Engagement Update**

Barbara Gann, Public Relations and Marketing Director, made a presentation to the Board regarding the Terminal Redevelopment Program (TRP) Public Engagement process (presentation on file).

The presentation included the following topics:

- TRP survey: questions asked and number of responses
- Response highlights
- Next steps of the public engagement campaign

J.T. Martin asked if demographic data was collected for the survey. Gann answered that it was not, although demographic data was collected for the economic impact statement and other preliminary planning for the TRP.

Igor Best-Devereux commented that many of the photos used in the presentation were other Delta hubs. Gann stated that the architects have many resources to see what other airports are doing, but the airport photos used were some of the most frequently mentioned by survey respondents.

Beginning this week, representatives from Wilkinson Ferrari will interact with the public at various events throughout the City (including the Airport) and incorporate their responses into the public engagement process. In August, Advisory Board members will be invited to two meetings about the TRP—one during which Board members will be matched up City Council members, and another for which Board members will be asked to invite friends and colleagues to discuss the TRP and provide input.

Christensen asked if Wilkinson Ferrari will be interacting with the public outside of the Salt Lake Valley. Gann replied that they were recently in St. George, but agreed to look at reaching out to other areas along the Wasatch Front.

#### **D. The Future of Checkpoint Screening**

Vera Adams, Federal Security Director, made a presentation to the Board regarding current and future risk-based screening practices.

The presentation included the following topics:

- TSA's focus on risk-based security practices to improve security and passenger experience.
- Current risk-based security programs include:
  - Age-Based Initiatives - Beginning in late 2011, children under age 12 and adults over age 75 (groups which are a reduced threat based on intelligence analysis) are no longer required to remove shoes, belts and jackets while going through screening.
  - Pre-Check Program – Expedited screening is available to frequent flyers of participating airlines and members of Customs and Border Patrol (CBP) Trusted Traveler programs (such as Global Entry). Now at dozens of airports across the country, approximately 10-11 million passengers are using. At SLC, 70% of eligible passengers are using the program—one of the highest averages in the nation. PreCheck was recently approved for international departures.
  - Military Programs – These include expedited screening for military personnel traveling in uniform and gate passes for family members upon return from deployment.
  - Known Crewmember – Expedited screening for flight crew, implemented at SLC in July 2012. Over 4,100 crewmembers are processed each week at SLC in Terminal 1. A Known Crewmember checkpoint has not been established in

Terminal 2 because of to space constraints and the fact that many Delta pilots have SIDA badges, which give them access to the concourses.

- Plans for expansion of risk-based security programs:
  - Expanding PreCheck Eligible Groups – Currently, 6% of SLC passengers are eligible for PreCheck. TSA Administrator John Pistole wants to grow this to 25% by the end of this year and to 50% by the end of 2014.
  - Managed Inclusion – Random selection into PreCheck following real-time risk assessments by Passenger Screening Canines and Behavior Detection Officers.
- Discussion of prohibited items and the recent decision to retract the allowance of small knives.

Martin asked about the fee to enroll in the Global Entry program offered through CBP. Adams answered that the fee is \$100 for a five-year period. Frequent flyers may be eligible for PreCheck at no cost through participating airlines. However, those who do not travel frequently can still obtain the privilege of PreCheck by enrolling in Global Entry. David Ibarra stated (and Adams confirmed) that SLC is now an enrollment center for Global Entry.

Vice-Chair Gochnour asked if the PreCheck program had been reported to the media and Adams reported that it had. Gann added that the CBP did a media blitz in February when the enrollment center opened. Best-Devereux asked if information pertaining to PreCheck was on the Airport's website and Gann agreed to check.

Martin asked if a lot of people were coming to the airport with knives, as he was still under the impression that small knives were allowed. Adams replied that the number of confiscated knives has not increased, although the number of confiscated guns has. Only 20 guns were confiscated at SLC in 2012, but 21 guns have been confiscated year-to-date in 2013. Chair Wayne Holland asked if the reason for the increase was known, but Adams reported that it was not.

Michael Gallivan asked why the Advanced Imaging Technology (AIT) scanner was removed from the PreCheck lane in Terminal 2. Adams noted that several Rapdiscan scanners had been removed around the country because of a software glitch. Several remaining L3 scanners were relocated where needed.

Vice-Chair Gochnour asked how Utah Jazz players are screened, as she had heard reports they were screened at the arena. Adams answered that the players are not screened at the arena and they generally depart from the General Aviation side of the Airport on a charter flight.

Vice-Chair Gochnour asked what happens to items confiscated by the TSA at the checkpoints. Adams said that most of those items are destroyed.

Vice-Chair Gochnour asked if TSA personnel working with the general public receive customer service training. Adams replied that staff does receive extensive customer service training.

Riley announced that Adams has accepted a promotion to Deputy Director of Field Operations in the Office of Security Operations in Washington, D.C. She added that Adams has been a pleasure to work with during her time at SLC and will be missed.

Best-Devereux asked if the TSA's multi-tiered security processes and other needs are being incorporated into the TRP planning. Riley answered that the Airport has indeed been working with TSA and CPB on the design of the new terminal.

**Information Items**

Chair Holland noted the informational items available in the binders.

Gann agreed to send more information about the small group meetings in August. Because of these additional meetings, the Board collectively agreed to cancel the August 7, 2013 meeting.

Riley thanked Kristen Elder from the Operations Division for filling in as board secretary.

The next Board meeting will be held 18 September 2013. The Board Chair closed the meeting at 8:57 a.m.

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Wayne Holland, Chair

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Date

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Ralph Becker, Mayor

\_\_\_\_\_  
Date