



**GREATER ORLANDO  
AVIATION AUTHORITY**

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**MEMORANDUM**

TO: Mayor Dyer and City Commissioners

FROM: Dayci Burnette-Snyder, Director of Board Services

DATE: July 13, 2015

SUBJECT: AVIATION AUTHORITY SPECIFIC APPROVALS OF MINUTES

It is respectfully requested that on July 27, 2015, Orlando City Council accept the April 15, 2015, Aviation Authority minutes.

On **WEDNESDAY, APRIL 15, 2015**, the **GREATER ORLANDO AVIATION AUTHORITY** met in regular session in the Carl T. Langford Board Room of the Aviation Authority offices in the main terminal building at the Orlando International Airport (OIA), One Jeff Fuqua Boulevard, Orlando, Florida. Chairman Frank Kruppenbacher called the meeting to order at 2:02 p.m. The meeting was posted in accordance with Florida Statutes and a quorum was present.

Authority members present,

Frank Kruppenbacher, Chairman  
Dean Asher, Vice Chairman  
Domingo Sanchez, Treasurer  
Mayor Buddy Dyer  
Mayor Teresa Jacobs (arrived @ 2:05 p.m.)  
Ed Fouche

Also present,

Phillip N. Brown, Executive Director and  
Secretary  
Dayci S. Burnette-Snyder, Director of Board  
Services and Assistant Secretary  
Marcos Marchena, General Counsel

*For individuals who conduct lobbying activities with Aviation Authority employees or Board members, registration with the Aviation Authority is required each year prior to conducting any lobbying activities. A statement of expenditures incurred in connection with those lobbying instances should also be filed prior to April 1 of each year for the preceding year. As of January 16, 2013, lobbying any Aviation Authority Staff who are members of any committee responsible for ranking Proposals, Letters of Interest, Statements of Qualifications or Bids and thereafter forwarding those recommendations to the Board and/or Board Members is prohibited from the time that a Request for Proposals, Request for Letters of Interests, Request for Qualifications or Request for Bids is released to the time that the Board makes an award. As adopted by the Board on September 19, 2012, lobbyists are now required to sign-in at the Aviation Authority offices prior to any meetings with Staff or Board members. In the event a lobbyist meets with or otherwise communicates with Staff or a Board member at a location other than the Aviation Authority offices, the lobbyist shall file a Notice of Lobbying (Form 4) detailing each instance of lobbying to the Aviation Authority within 7 calendar days of such lobbying. As of January 16, 2013, Lobbyists will also provide a notice to the Aviation Authority when meeting with the Mayor of the City of Orlando or the Mayor of Orange County at their offices. The policy, forms, and instructions are available in the Aviation Authority's offices and the web site. Please contact the Director of Board Services with questions at (407) 825-2032.*

#### **MINUTES**

1. Upon motion by Mr. Asher, second by Mr. Fouche, vote carried to accept the March 18, 2015, minutes as written.

#### **TWENTY-YEAR SERVICE AWARDS**

2. Staff, the Board, and Mr. Brown recognized Bruce Gant of Purchasing and Helen Jader-Steinberg of Information Technology for their 20 years of service to the Aviation Authority.

#### **TWENTY-FIVE YEAR SERVICE AWARD**

3. Ms. Carolyn Fennell, Senior Director of Public Affairs and Community Relations, along with the Board, and Mr. Brown recognized Vera Walker for her 25 years of service to the Aviation Authority.

#### **PRESENTATION BY EMIRATES**

4. Ms. Vicki Jaramillo, Senior Director of Marketing and Air Service Development, introduced OIA's newest air service, Emirates. Present at today's meeting was Mr. Joel Goldowsky, Regional Sales Director Eastern USA; Mr. Matthias Schmid, Vice President Sales, North America; and Mr. Barry Brenig, Sales Manager, Mid Atlantic. Mr. Goldowsky stated that they were very pleased to be here today but more importantly, on September 1, 2015, they will be excited and honored to launch non-stop daily service from Orlando to Dubai. He then explained what Emirates was about -- they fly to 147 destinations in 81 countries across the globe -- all six continents; Emirates has approximately 66,000 airline employees across the world (this does not include the number of employees for the Emirates conglomerate); Emirates' has a business relationship with JetBlue and added that Emirates is the largest non-aligning airline in the world. They fly 10 A380's a day from the United States to Dubai and then to the rest of the world. In closing, he talked about the amenities available on the aircraft and lounges.

Mayor Jacobs stated that the Board is so excited to have you as part of the family and as part of the team. This is really huge not only for OIA but for the community as well. She thanked them for believing in us and investing in us.

# MINUTES OF THE APRIL 15, 2015, MEETING OF THE GREATER ORLANDO AVIATION AUTHORITY

## **RECOGNITION OF CAROLINE CARLTON**

5. The Chairman along with the Board recognized Ms. Caroline Carlton for her service to the community. Chairman Kruppenbacher read the following into the record: In recognition of her vision to assist local charities by encouraging the participation of Orlando International Airport. Furthermore, through her involvement in extracurricular activities and outreach programs, she has demonstrated a commitment to promoting a heightened social conscience. Her compassion, youthful vitality, spirit of volunteerism and leadership are an inspiration to the Greater Orlando Aviation Authority and the entire Central Florida community. He mentioned that Ms. Carlton brought to him the idea to put canisters near the security checkpoints for travelers to drop in loose change and contributions. This falls nicely under the establishment of the Aviation Authority's Foundation in December 2014.

## **CONSENT AGENDA**

6. Upon motion by Mr. Sanchez, second by Mayor Jacobs, vote carried to adopt a resolution as follows: It is hereby resolved by the Greater Orlando Aviation that the following Consent Agenda items are approved, accepted, and adopted and execution of all necessary documents is authorized by the Aviation Authority's Officers or Executive Director:

A. acceptance of the following minutes for filing -- January 9, 2015, Aviation Noise Abatement Committee; February 9, February 23, and March 9, 2015, Concessions/Procurement Committee; February 24 and March 12, 2015, Construction Finance Oversight Committee; February 24 and March 3, 2015, Construction Committee; February 11, 2015, Design Review Committee; February 18, 2015, Finance Committee; January 5, 2015, Ground Transportation Committee; March 3 and March 10, 2015, Professional Services Committee; October 2, November 6, December 4, 2014 and January 14, 2015, Retirement Benefits Committee; and July 9, 2013, January 24 and November 17, 2014, TSA Services Committee;

B. accept the recommendation of the Concessions/Procurement Committee to (1) authorize the purchase of forty-four (44) Self-Contained Breathing Apparatus and associated accessories and Four (4) Rapid Intervention Team kits from Ten-8 Fire Equipment, Inc. (2) authorize funding from the approved Capital Expenditure Fund in the not-to-exceed amount of \$308,936.83; and (3) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents, following satisfactory review by legal counsel;

C. find the property listed in the memorandum (copy on file) no longer necessary, useful, or profitable in the operation of the Airport System; (2) request Orlando City Council concurrence and resolution of this finding; and (3) authorize Staff to dispose of this property in accordance with the Aviation Authority's Policies and Procedures;

D. resolve to accept the recommendation of the Concessions/Procurement Committee and (1) award Purchasing Contract 08-15 to P & L Lawn Maintenance, Inc.; (2) authorize funding from the Operation and Maintenance Fund in the not-to-exceed amount of \$730,191; and (3) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel [FILED DOCUMENTARY NO. 9029];

E. accept the recommendation of the Concessions/Procurement Committee and: (1) add the sixth contract extension for one (1) additional five (5) year period to Sole Source Purchasing Contract 16-05, Airfield Lighting Parts and Maintenance Services with Allen Enterprises, Inc., expiring June 26, 2020; (2) authorize funding from Operation & Maintenance Funds for the five (5) year extension in an amount not-to-exceed \$3,125,000; and (3) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel [FILED DOCUMENTARY NO. 9030];

F. accept the recommendation of the Concessions/Procurement Committee and (1) exercise the first renewal option of Purchasing Contract 19-13, Upholstery Services for Passenger Style Seating with New Image Upholstery, Inc., expiring July 24, 2016; (2) authorize funding from the Operation and Maintenance Fund in the not-to-exceed amount of \$99,750; and (3) authorize an Aviation Authority Officer or the Executive Director to execute an amendment following satisfactory review by legal counsel [FILED DOCUMENTARY NO. 9031];

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**CONSENT AGENDA (cont)**

G. accept the recommendation of the Professional Services Committee and (1) approve the ranking of the firms for Professional Services for BP No. 455, Taxiway C - South End Rehabilitation, at the Orlando International Airport as follows: First - Avcon, Inc.; Second - Kimley-Horn and Associates, Inc.; and, Third - T.Y. Lin International; and, (2) authorize hourly rate negotiations with the first-ranked firm in accordance with the Aviation Authority's policy, and if those negotiations are unsuccessful, negotiate with the other firms in their ranked order; and (3) subject to successful negotiations with the first-ranked firm: (a) approve a no cost Professional Services Agreement for BP No. 455, Taxiway C - South End Rehabilitation, at the Orlando International Airport, with the first-ranked firm for its negotiated hourly rates; and, (b) authorize an Aviation Authority Officer or the Executive Director to execute the necessary contract documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9032]**;

H. accept the recommendation of the Construction Committee and approve the award of BP No. 449, South Tradeport Drive Resurfacing, Phase 2, at the Orlando International Airport, to Florida Safety Contractors, Inc. for the bid amount of \$711,604.50 with funding from Capital Expenditure Funds; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9033]**;

I. accept the recommendation of the Construction Committee and (1) approve an Amendment to Addendum No. 3 to the Construction Management at Risk Services Agreement with Hensel Phelps Construction Co. for BP No. S101, South Airport APM Complex - Initial Sitework (GMP No. 1A) at the Orlando International Airport, for a total credit amount of (\$2,475,849), which includes a credit amount of (\$2,064,892) to the CM&R's Contingency, a credit amount of (\$287,012) to the Owner's Contingency, and a credit amount of (\$123,945) to the CM&R's fixed fee, resulting in a revised GMP amount of \$11,974,056, with funding from the Aviation Authority's Line of Credit to be reimbursed by future Passenger Facility Charges, future Revenue Bonds, and Aviation Authority funds for the APM-related scope, and with funding from the Aviation Authority's Line of Credit to be reimbursed by Facility Improvement Funds, future Revenue Bonds, and Aviation Authority funds for the garage-related scope; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9034]**;

J. accept the recommendation of the Construction Committee and (1) approve an Amendment to Addendum No. 4 to the Construction Management at Risk Services Agreement with Hensel Phelps Construction Co. for BP No. S102, South Airport APM Complex - Site Logistics Compound (GMP No. 10) at the Orlando International Airport, for a total credit amount of (\$3,736,045), which includes a credit amount of (\$2,674,077) to the CM&R's Contingency, a credit amount of (\$874,935) to the Owner's Contingency, and a credit amount of (\$187,033) to the CM&R's fixed fee, resulting in a revised GMP amount of \$16,478,786, with funding from the Aviation Authority's Line of Credit to be reimbursed by future Passenger Facility Charges, future Revenue Bonds, and Aviation Authority funds for the APM-related scope, and with funding from the Aviation Authority's Line of Credit to be reimbursed by Facility Improvement Funds, future Revenue Bonds, and Aviation Authority funds for the garage-related scope; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9035]**;

K. accept the recommendation of the Professional Services Committee and approve Addendum No. 3 to the Airport Consulting Services Agreement with Leigh Fisher Inc. for services for the preparation of a report of the Airport Consultant (Feasibility Report) for 2015 Bonds for FY 2015 for a lump sum fee amount of \$149,900, with funding from the Bond Proceeds; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9036]**;

L. accept the recommendation of the Construction Committee and (1) approve an Addendum to the Continuing Horizontal Construction Services Agreement with Prime Construction Group, Inc. for construction services for Project H260, Repairs to Enplane Drive Pier Cap No. 5 on Both A and B Sides (Design-Build) at the Orlando International Airport for the direct-negotiated lump sum amount of \$409,112 with funding from Airport Facilities Renewal and Replacement Funds; (2) approve the use of Airport Facilities Renewal and Replacement Funds in a not-to-exceed amount of \$460,000 for Project H260, Repairs to Enplane Drive Pier Cap No. 5 on Both A and

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**CONSENT AGENDA (cont)**

B Sides (Design-Build) at the Orlando International Airport; (3) request Orlando City Council concurrence to include this expenditure in the Aviation Authority's current year budget; and (4) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9037];**

M. accept the recommendation of the Construction Committee and (1) approve an Addendum to the Continuing Vertical Construction Services Agreement with H. W. Davis Construction, Inc. for the award of Project V737, West Ticket Lobby Abatement and Re-insulation, at the Orlando International Airport, for the base bid amount of \$854,728 with funding from previously-approved Improvement and Development Funds; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9038];**

N. (1) the appointment of David Crespo to the Aviation Noise Abatement Committee in the City of Orlando representative category with a term expiring April 4, 2017; (2) the Aviation Authority Chairman's re-appointment of David Konstan as Chairman of the Aviation Noise Abatement Committee for a one-year term expiring April 4, 2016; and (3) the designation of Ronald N. Lewis to serve on the Aviation Noise Abatement Committee in the Aviation Authority Executive Director or designee representative category with a term expiring April 4, 2019;

O. accept the recommendation of the Concessions/Procurement Committee to (1) approve an adjustment to contract 06-15, Ground Support Equipment Maintenance and Repair, with JSM and Associates, LLC.; 2) authorize funding from the Operation and Maintenance Fund and from the Capital Expenditure Fund in the not-to-exceed amount of \$1,052,100; and (3) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents, following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9039];**

P. approve the License Agreement and (2) authorize the Executive Director or his designee to execute the necessary documents related to the License Agreement, following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9040];**

Q. deem the proposals submitted by DiPasqua Enterprises, Inc. and Magic Airport Concessions, LLC non-responsive and concur with the ranking of the Concessions/Procurement Committee as follows: First, Villa Enterprises Management, Ltd., Inc.; second, HBF Orlando Partners JV, LLC; third, SSP America MCO, LLC; fourth, Paradies-Orlando 2015 (F&B), LLC; and fifth, Delaware North Companies Travel Hospitality Services, Inc.; (2) authorize staff to finalize the necessary documents with the first ranked firm or if unsuccessful, the other firms in ranked order; and (3) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9041];**

R. accept the recommendation of the Construction Committee and approve an Addendum to the Construction Management at Risk Services Agreement with Hensel Phelps Construction Co. for BP No. S123, South Airport APM Complex - Guideway Foundations (GMP No. 3B) at the Orlando International Airport, for a total negotiated GMP amount of \$10,514,901, which includes \$9,088,497 for direct cost of the work, \$397,047 for the CM@R's Contingency, \$397,047 for the Owner's Contingency, a fixed fee amount of \$520,813 (5.27% of actual direct cost), and \$111,497 for general conditions, with funding from the Aviation Authority's Line of Credit to be reimbursed by Aviation Authority funds, future Revenue Bonds, and future Passenger Facility Charges to the extent eligible for the APM-related work; and funding from FDOT grants for the Intermodal Terminal Facility (ITF) related work; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9042];**

S. accept the recommendation of the Construction Committee and approve an Addendum to the Construction Management at Risk Services Agreement with Turner-Kiewit Joint Venture for BP No. S124, South Airport Intermodal Terminal Facility (ITF) - Viaduct Foundations (GMP No. 13B), for a total negotiated GMP amount of \$17,850,046, which includes \$15,430,660 for direct cost of the work, \$760,819 for the CM@R's Contingency, \$380,409 for the Owner's Contingency, a fixed fee amount of \$911,454 (5.5% of actual direct cost), and \$366,704 for general conditions, with funding from FDOT grants; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel **[FILED DOCUMENTARY NO. 9043];**

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**CONSENT AGENDA (cont)**

T. accept the recommendation of the Construction Committee and approve an Addendum to the Continuing Vertical Construction Services Agreement with Gomez Construction Company for the award of Project V692, Fire Pump Modifications, at the Orlando International Airport, for the bid amount of \$633,357 with funding from Capital Expenditure Funds; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel [**FILED DOCUMENTARY NO. 9044**];

U. accept the recommendation of the Construction Committee to approve Change Order No. 439-07 to the Construction Contract with Walbridge Aldinger Company for Bid Package (BP) No. 439, Landside Emergency Power Generation Expansion at the Orlando International Airport, in the amount of \$175,229 with funding from Passenger Facility Charges and FDOT grants to the extent eligible, and Revenue Bonds; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the change order(s) following satisfactory review by legal counsel [**FILED DOCUMENTARY NO. 9045**];

V. accept the recommendation of the Professional Services Committee and approve an Addendum to the Professional Services Agreement for ECM Services with AECOM Technical Services, Inc. for the next phase of the ECM services, for a total not-to-exceed amount of \$970,096, which includes a not-to-exceed fee amount of \$966,096 and a not-to-exceed reimbursable expenses amount of \$4,000, with funding from Capital Expenditures Funds; and (2) authorize an Aviation Authority Officer or the Executive Director to execute the necessary documents following satisfactory review by legal counsel [**FILED DOCUMENTARY NO. 9046**]; and

W. approve the use of Capital Expenditure Funds in a not-to-exceed amount of \$1,500,000 for furniture replacement in the passenger hold-rooms on Airside 4 at the Orlando International Airport and (2) request Orlando City Council concurrence to include this expenditure in the Aviation Authority's current year budget; and

X. approve the Memorandum of Understanding Regarding Property Exchange; (2) request City Council approval; (3) seek Federal Aviation Authority approval and (3) authorize the Executive Director or his designee to execute all documents related to the Memorandum of Understanding Regarding Property Exchange, subject to satisfactory review by legal counsel [**FILED DOCUMENTARY NO. 9047**].

**RECOMMENDATION OF THE TSA SERVICES COMMITTEE**

7. Chairman Kruppenbacher acknowledged the TSA Services Committee members as follows - Randy Means (present at the meeting); Lucas Boyce; Todd Jones; Tom Lang; and Leslie Komurke in addition to Vice Chairman Asher and Mr. Sanchez. He recognizes the amount of time and effort put forward by the Committee members and it is appreciated.

Vice Chairman Asher thanked the Chairman for giving him the opportunity, along with the Committee, to spend a better half of 2 years to address this matter. Publicly, he has thanked FSD Jerry Henderson and his staff from TSA for the partnership established with the Aviation Authority. It truly was a team effort from top to bottom. The goal was to look at the pros and cons of changing the passenger screening model at the region's largest airport and if we could improve the levels of customer service, reduce waiting times, and make the Orlando Experience better. He then talked about the transparency of the process. As to the timeline, Vice Chairman Asher stated that it was supposed to be a thorough vetted process to ensure that OIA was doing the right thing for its passengers, visitors, and tourists. The Committee had 7 meetings; took a tour of TSA operations; had 2 members of Congress address the Committee; had private screening providers and consultants address the Committee; visited other airports throughout the country and Canada; and had the Central Florida Hotel and Lodging Association also address the meeting. Vice Chairman stated the following from CFHLA - "the Central Florida Hospitality industry is not opposed to potential privatization of OIA. The tourism industry stands ready to offer assistance to OIA in any capacity should TSA become privatized or remain as a government operation." Vice Chairman Asher stated that we are talking about "screeners" and not "security". At no time did this Committee or will this Board look at a recommendation to withdraw TSA from this airport. That is not the mechanism. He believes that TSA, OIA, and the community will benefit from what the TSA Services Committee did.

Mr. Brown stated that he is here today to present the recommendations that came from the TSA Services Committee. The Committee started with the questions the Chairman posed - (1) what are the levels of service/customer service that GOAA should have for any provider of security services for entry to the gate areas?; (2)

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### RECOMMENDATION OF THE TSA SERVICES COMMITTEE (cont)

what are the pros and cons of GOAA using the TSA for its security service versus a private provider?; (3) can GOAA save or make money if it decides to try and handle security itself or in partnership with a private provider?; (4) what can be done to provide the customer a better experience when going through security at OIA?; and (5) any other matters regarding this subject, the Committee Chairman approves should be evaluated by the Committee. Under the Screening Partnership Program (SPP) even if GOAA were to opt-out, TSA would select the private provider and would regulate security protocols and monitor for compliance. We do not expect a significant difference in the security experience of the travelers. He then talked about the method used at Orlando-Sanford International Airport. Mr. Brown stated that general counsel advised the Committee against consideration of GOAA pursuing a role as a screening contractor because of liability. It is not clear that if GOAA were to pursue such a role that the Aviation Authority would benefit financially.

The Committee' goal was to optimize customer service and efficiency through the security checkpoints and focus is on prompt and courteous service with safety and security of passengers being paramount. As Vice Chairman Asher already addressed, the Committee received information from many different agencies and individuals. Mr. Brown commended FSD Henderson for the collaborative effort put forth and how its unparalleled in his experience at the Aviation Authority. The Committee members also visited airports under the pilot opt-out program, airports who have opted out, and Canadian airport where the security is privately operated.

In discussing options Mr. Brown mentioned the following - (1) recommend that the Aviation Authority Board opt-out through the SPP Program; (2) recommend that the Aviation Authority Board take no action; (3) recommend that the Aviation Authority Board establish performance standards for TSA; and (4) the Aviation Authority can measure TSA's performance to determine in the future whether to maintain the TSA service or opt-out.

Continuing his presentation, Mr. Brown stated that the peak seasons looked at as the first Saturday in March through second Saturday in April; Tuesday of Thanksgiving week through the Monday following Thanksgiving; and December 15 through the following January 4. As to measuring waiting time, Mr. Brown explained that it will be measured from the time a traveler walks up to any queue line through when the same traveler exits the screening equipment. TSA currently hands "wait time cards" to certain passengers upon their arrival at the end of a queue line. The passenger then turns the "wait time card" into the TSA Officer after he/she passes through the security equipment. TSA also confirms wait time through the use of the CCTV cameras. As added verification, the Aviation Authority can use random checks through the use of the CCTV camera feed and may adopt the use of queue line reporting through beacon technology. Mr. Brown then talked about the peak season standards of the standard lane (10 minutes average wait time and 15 minutes maximum wait time) versus the expedited lane (5 minutes maximum for average wait time and 8 minutes for maximum wait time). As to off-peak season standards you are looking at standard lane (6 minutes average wait time and 9 minutes maximum wait time) versus expedited lane (3 minutes average wait time and 5 minutes maximum wait time). As to measuring courteous service, Mr. Brown mentioned retaining a party independent of TSA to conduct random surveys at random intervals with questions prepared to gauge the level of customer satisfaction with the TSA officer's service and recommend that a combined target percentage be set initially at 85% for satisfied and very satisfied. As to review of data, the data obtained for wait times and the results of the surveys should be reviewed quarterly by either the Aviation Authority staff or a Committee appointed by the Chairman of the Aviation Authority Board; failures to achieve the established benchmarks should be reviewed with TSA management; potential outcomes would include explanations indicating unavoidable delays (security issues), implementation of steps to prevent future failures, refusal by the TSA to take corrective action or refusal by the TSA to discuss reasons for failure to achieve performance targets. Mr. Brown added that this was a moving organism and if standards are not met, Staff would sit down with TSA, as we have done collaboratively in the past, and understand the reason for those standards not being met.

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**RECOMMENDATION OF THE TSA SERVICES COMMITTEE (cont)**

As to the recommendation, Mr. Brown summarized it to continue collaborative process with TSA so long as a substantial number of the targets are being satisfied and the customer service survey is meeting or exceeding the customer service goal and if the Aviation Authority staff reviewers determine substantial ongoing failures to satisfy the established standards then the recommendation to opt-out should be re-evaluated.

Mayor Jacobs stated that she commended the work of the Committee and thought it was a great recommendation. When you mention the measuring of time and the different means, she wanted to know if facial recognition is being used. Mr. Brown responded that the information is Security Sensitive Information (SSI) and cannot be discussed in an open forum. She added that measuring and having expectations in place will go a long way in ensuring compliance. Mr. Sanchez agreed with Mayor Jacobs and added that he could not say enough good things about FSD Henderson, his team, and how they have been engaged from the beginning of the Aviation Authority's customer initiatives.

Chairman Kruppenbacher stated that when he was first appointed to the Board, there were in fact issues with TSA (post FSD Henderson). He heard it from the tourism community, from some of the attendees at this meeting, and from staff. He discussed it with the Executive Director and how a suggestion of meeting with GOAA and TSA required approval from Washington. So when he became Chair, he created this Committee to do what is right for the airport. What he did not contemplate was the dramatic change as a result of FSD Henderson's leadership. That was the goal - to work as a team!

As to the recommendation, Chairman Kruppenbacher recommended changes and if the Aviation Authority ~~staff reviewers~~ determines substantial ongoing failures to satisfy the established standards then the recommendation to opt-out should be re-evaluated. Mr. Brown is at the point. He can coordinate with Mr. Sanchez and customer service. Provide the board quarterly reports. He does not believe another Committee is needed. Mr. Brown responded that he was fine with the recommended change because any change would have to come back to the Board and Staff will work with the collaborative method that has been used for the last several years.

Upon motion by Mr. Asher, Mayor Jacobs, vote carried to approve the recommended action to continue collaborative process with TSA so long as a substantial number of the targets are being satisfied and the customer service survey is meeting or exceeding the customer service goal and if the Aviation Authority determines substantial ongoing failures to satisfy the established standards then the recommendation to opt-out should be re-evaluated.

The TSA Services Committee has sunset.

**CHAIRMAN'S REPORT**

8. Vice Chairman Asher reported on OEA and the Angel Flight 5K event. As to other business, Mr. Sanchez referenced the Quick Reference Guide that is published monthly by Staff and the recognition cards that are used to recognize airport-wide employees. He encouraged Staff and the Board to use the recognition cards. Mr. Brown reminded the Board of the RFP/RFQ that are being released. Following discussion, Mr. Brown stated that Ms. Snyder sends out notifications of these RFP/RFQ releases in addition to the information detailed in the back of the board agenda package under Information Items.

The Chairman recommended the attendance of all board members to the May board meeting.

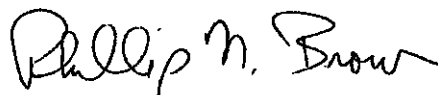
**ADJOURNMENT**

9. There being no further business to be considered, Chairman Kruppenbacher adjourned the meeting - 3:04 p.m.

(Digitally signed on June 25, 2015)



Dayci S. Burnette-Snyder  
Director of Board Services



Phillip N. Brown, A.A.E.  
Executive Director