

## Special Meeting of the Airport Advisory Commission

September 28, 2020

### Airport Advisory Commission to be held September 28, 2020 with Social Distancing Modifications

Public comment will be allowed via telephone; no in-person input will be allowed. **All speakers must register in advance** (9/27/2020 by noon). All public comment will occur at the beginning of the meeting.

To speak remotely at the September 28, 2020 **Airport Advisory Commission Meeting**, residents must:

- Call or email the board liaison at **(512) 530-6605** or **ammie.calderon2@austintexas.gov** no later than noon, (the day before the meeting). The information required is the speaker name, item number(s) they wish to speak on, whether they are for/against/neutral, and a telephone number or email address.
- Once a request to speak has been called in or emailed to the board liaison, residents will receive either an email or phone call providing the telephone number to call on the day of the scheduled meeting.
- Speakers must call in at least 15 minutes prior to meeting start in order to speak, late callers will not be accepted and will not be able to speak.
- Speakers will be placed in a queue until their time to speak.
- Handouts or other information may be emailed to **ammie.calderon2@austintexas.gov** by Noon the day before the scheduled meeting. This information will be provided to Board and Commission members in advance of the meeting.
- If this meeting is broadcast live, residents may watch the meeting here:  
**<http://www.austintexas.gov/page/watch-atxn-live>**

### Reunión del Airport Advisory Commission (September 28, 2020)

La junta se llevará con modificaciones de distanciamiento social. Se permitirán comentarios públicos por teléfono; no se permitirá ninguna entrada en persona. Todos los oradores deben registrarse con anticipación (9/27/2020 antes del mediodía). Todos los comentarios públicos se producirán al comienzo de la reunión.

Para hablar de forma remota en la reunión, los residentes deben:

- Llame o envíe un correo electrónico al enlace de la junta en **(512) 530-6605** or **ammie.calderon2@austintexas.gov** a más tardar al mediodía (el día antes de la reunión). La

información requerida es el nombre del orador, los números de artículo sobre los que desean hablar, si están a favor / en contra / neutrales, y un número de teléfono o dirección de correo electrónico.

- Una vez que se haya llamado o enviado por correo electrónico una solicitud para hablar al enlace de la junta, los residentes recibirán un correo electrónico o una llamada telefónica con el número de teléfono para llamar el día de la reunión programada.
- Los oradores deben llamar al menos 15 minutos antes del inicio de la reunión para poder hablar, no se aceptarán personas que llamen tarde y no podrán hablar.
- Los oradores se colocarán en una fila hasta que llegue el momento de hablar.
- Los folletos u otra información pueden enviarse por correo electrónico a **ammie.calderon2@austintexas.gov** antes del mediodía del día anterior a la reunión programada. Esta información se proporcionará a los miembros de la Junta y la Comisión antes de la reunión.
- Si esta reunión se transmite en vivo, los residentes pueden ver la reunión aquí: **<http://www.austintexas.gov/page/watch-atxn-live>**



**AIRPORT ADVISORY COMMISSION MEETING  
MONDAY, SEPTEMBER 28, 2020 AT 3:00 PM  
VIA VIDEOCONFERENCING**

**CURRENT BOARD MEMBERS:**

Eugene Sepulveda - Chair  
Scott Madole - Vice-Chair  
Vicky Sepulveda - Secretary  
Michael Watry  
Ernest Saulmon

Wendy Price Todd  
Billy Owens  
Frank Maldonado  
Jeremy Hendricks  
Brian Stoller

Jonathan Coon

**AGENDA**

**CALL TO ORDER**

**1. APPROVAL OF MINUTES (3:00 – 3:05 p.m.)**

August 21, 2020 meeting.

August 28, 2020 Special Called meeting.

**2. DEPARTMENT OF AVIATION STAFF VERBAL BRIEFINGS (3:05 – 3:20 p.m.)**

- a) AUS Covid Update  
(Prepared by Ghizlane Badawi, Chief Operations Officer)

**3. DEPARTMENT OF AVIATION STAFF WRITTEN BRIEFINGS (3:20 – 3:30 p.m.)**

- a) AUS Passenger Traffic Update and July 2020 Financial Results.  
(Prepared by Rajeev Thomas, Deputy Chief – Finance)
- b) AUS Air Service Update.  
(Prepared by Jamy Kazanoff, Assistant Director, Air Service)
- c) Planning and Development Update – FAA AIP Grant Award.  
(Prepared by Shane Harbinson, Deputy Chief – Planning & Development)
- d) Concessionaire Relief Update.  
(Prepared by Mookie Patel, Chief Business & Finance Officer)

#### 4. FOR RECOMMENDATION (3:30 – 3:40 p.m.)

- a) Authorize award of a multi-term contract with Swarco Reflex LLC, to provide reflective glass beads, for up to five years for a total contract amount not to exceed \$497,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D of Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods required for this solicitation, there were no subcontracting opportunities therefore, no subcontracting goals were established).

- b) Approve a resolution declaring the City of Austin's official intent to reimburse itself from revenue bonds in an amount not to exceed \$26,900,000 for Austin-Bergstrom International Airport capital improvements.
- c) Authorize award of a multi-term contract with AGSA LLC D/B/A/PAGE GSE, to provide parts for ground power unit equipment for passenger boarding bridges, for up to five years for a total contract amount not to exceed \$501,970.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

#### 5. ACTION ITEMS (3:40 – 3:50 p.m.)

- a) Nominate and vote Wendy Price Todd as Finance Working Group Chair.

#### 6. WORKING SESSION - Discussion and determination of Airport Advisory Commission Goals and Objectives. (3:50 – 4:20 p.m.)

- a) Review and Vote new draft Council Mandate.
- b) **Part 3 - What tools and information do we need to make informed decisions on recommendations for Council?** Dr. Steven Tomlinson, Facilitator

#### 7. NEW BUSINESS (4:20 – 4:30 p.m.)

- a) Review of Commission Recommendations and Actions to discuss with appointing City Council Member.
- b) Next scheduled meeting October 13, 2020.

**ADJOURNMENT**

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. Meeting locations are planned with wheelchair access. If requiring Sign Language Interpreters or alternative formats, please give notice at least 2 days before the meeting date. Please call Ammie Calderon, Aviation Department, at (512) 530-6605 for additional information; TTY users route through Relay Texas at 711.

For more information on the Airport Advisory Commission, please contact Tracy Thompson at (512) 530-5203.



**AIRPORT ADVISORY COMMISSION  
SPECIAL MEETING MINUTES  
FRIDAY, AUGUST 21, 2020**

The Airport Advisory Commission convened in a Virtual Special Meeting on Friday August 21, 2020.

**CALL TO ORDER**

Eugene Sepulveda, Chair called the Commission Meeting to order at 3:08 p.m.

**Commission Members in Attendance:**

Eugene Sepulveda – Chair	Frank Maldonado
Scott Madole – Vice-Chair	Wendy Price Todd
Vicky Sepulveda - Secretary	Billy Owens
Michael Watry	Jonathan Coon

**Commission Members Absent:**

Brian Stoller  
Jeremy Hendricks  
Ernest Saulmon

**Aviation Staff in Attendance:**

Jacqueline Yaft	Denise Hatch
Tracy Thompson	Brian Long
Ammie Calderon	Shane Harbinson
Rajeev Thomas	Chris Carter
Mookie Patel	

**CITIZENS COMMUNICATIONS:**

None

**1. INTRODUCTION OF JONATHAN COON**

## 2. APPROVAL OF MINUTES

- a) The minutes from the meeting of July 8, 2020 were approved on Commission Member Todd's motion, Commission Member Madole seconds on a vote. Commission Member E. Sepulveda made an amendment to note he questions the lack of MBE/WBE/DBE opportunity for items 4.b and 4.c. Motion passed on a 8-0-0-3 vote. Commission Members Stoller, Saulmon and Hendrick's were absent at this vote.
- b) The minutes from the meeting of May 29, 2020 were approved on Commission Member V. Sepulveda's motion, Commission Member Madole seconds on a vote. Commission member Watry abstained. Motion passed on a 8-0-1-2 vote. Commission Members Stoller, Saulmon and Hendrick's were absent at this vote.

## 3. DEPARTMENT OF AVIATION STAFF BRIEFINGS

- a) Executive Director's Report – Tenant Support Update  
(Prepared by Jacqueline Yaft, Chief Executive Officer)
- b) AUS Passenger Traffic Update and June 2020 Financial Results  
(Prepared by Rajeev Thomas, Interim Deputy Chief – Finance)
- c) AUS Air Service Update  
(Prepared by Jamy Kazanoff, Air Service Development)
- d) Planning and Development Update  
(Prepared by Shane Harbinson, Deputy Chief – Planning & Development)

## 4. ACTION ITEM

- a) Discuss, review, and approve Annual Internal Review report.  
*Item moved to the August 28, 2020 Special Called Meeting.*

## 5. FOR RECOMMENDATION

- a) Authorize award of a multi-term contract with Airgas Inc., to provide industrial gases, pressure vessels, and pressure vessel maintenance, and inspections, for up to six years for a total contract amount not to exceed \$1,633,500.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

A motion to approve was made by Commission Member Todd's motion, Commission Member Watry seconds on a vote. Motion passed on a 8-0-0-3 vote. Commission Members Stoller, Saulmon, and Hendrick's were absent at this vote.

- b) Authorize award and execution of a construction contract with Rider Construction Group, LLC, for the ABIA Elevator Refurbishment Phase 2 project in the amount of \$939,174, plus a \$93,917 contingency, for a total contract amount not to exceed \$1,033,091.

(Note: This contract will be awarded in compliance with City Code Chapter 2-9A (Minority Owned and Women Owned Business Enterprise Procurement Program) by meeting the goals with 7.73% combined MBE and WBE participation.)

A motion to approve was made by Commission Member V. Sepulveda's motion, Commission Member Madole seconds on a vote. Motion passed on a 8-0-0-3 vote. Commission Members Stoller, Saulmon, and Hendrick's were absent at this vote.

- c) Authorize award of a multi-term contract with Swarco Reflex LLC, to provide reflective glass beads, for up to five years for a total contract amount not to exceed \$497,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D of Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods required for this solicitation, there were no subcontracting opportunities therefore, no subcontracting goals were established).

*(Jacqueline Yaft, AUS Chief Executive Officer, requested 5.c be removed from the agenda to review the recommendations amount not to exceed). Item moved to the September 28, 2020 meeting.*

## 6. OLD BUSINESS

- a) Authorize negotiation and execution of two multi-term contracts with RS&H, Inc. and Ricondo & Associates Inc., to provide aviation planning services, each for up to five years for total contract amounts not to exceed \$7,500,000, divided between the contractors.  
**[Item went to City Council Thursday, September 3, 2020 and passed.]**
- b) Authorize negotiation and execution of a contract with NEC Corporation of America, to provide maintenance and support of the private branch exchange at the Austin-Bergstrom International Airport, for a term of five years in an amount not to exceed \$2,355,000.  
**[Item went to City Council Thursday, July 29, 2020 and passed.]**
- c) Authorize award of a multi-term contract with JMR Technology, Inc., to provide telephone technical support and onsite services to support the ongoing operation of the baggage handling system, for up to five years for a total contract amount not to exceed \$527,000.  
**[Item went to City Council Thursday, July 29, 2020 and passed.]**



## **7. WORKING SESSION – Discussion and determination of Airport Advisory Commission Goals and Objectives**

### **Part 1 – How do we define the best Austin Airport Advisory Commission? How do we define the best Austin Airport Advisory Commissioner? Dr. Steven Tomlinson, Facilitator**

- a) Introductions by Airport Advisory Commission Chair
- b) Information from Airport Executive Staff with Questions and Answers
- c) Facilitation by Dr. Tomlinson – Brainstorming most important characters of a great Commission, of a great Commissioner
- d) Review of Brainstorming discussion by Airport Advisory Commission Chair and Facilitator
- e) Introduction of general topics for the next working session and proposed date(s)

## **8. NEW BUSINESS**

- a) Review of Commission Recommendations and Actions to discuss with appointing City Council Member
- b) Next scheduled meeting September 8, 2020

## **ADJOURNMENT**

Eugene Sepulveda, Chair adjourned the meeting at 4:41 p.m.

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For more information on the Airport Advisory Commission, please contact Tracy Thompson at (512) 530-5023.



**AIRPORT ADVISORY COMMISSION  
SPECIAL MEETING MINUTES  
FRIDAY, AUGUST 28, 2020**

The Airport Advisory Commission convened in a Virtual Special Called Meeting on Friday August 28, 2020.

**CALL TO ORDER**

Eugene Sepulveda, Chair called the Commission Meeting to order at 3:03 p.m.

**Commission Members in Attendance:**

Eugene Sepulveda – Chair	Frank Maldonado
Scott Madole – Vice-Chair	Wendy Price Todd
Jeremy Hendricks	Brian Stoller
Billy Owens	Jonathan Coon
Ernest Saulmon	

**Commission Members Absent:**

Vicky Sepulveda  
Michael Watry

**Aviation Staff in Attendance:**

Jacqueline Yaft	Denise Hatch
Tracy Thompson	Chris Carter
Ammie Calderon	Shane Harbinson
Brian Long	

**CITIZENS COMMUNICATIONS:**

None

**1. ACTION ITEM – Discuss, review, and approve Annual Internal Review Report**

A motion to approve was made by Commission Member Todd's motion, Commission Member Madole seconds on a vote. Motion passed on a 9-0-0-2 vote. Commission Members V. Sepulveda, and Watry were absent at this vote.

**2. WORKING SESSION** – Discuss and determination of Airport Advisory Commission Goals and Objectives

**Part 2 – How do we define the best Austin Airport Advisory Commission? How do we define the best Austin Airport Advisory Commissioner?** Dr. Steven Tomlinson, Facilitator

**3. NEW BUSINESS** – Review of Commission Recommendations and Actions to discuss with appointing City Council Member

**ADJOURNMENT**

Eugene Sepulveda, Chair adjourned the meeting at 4:29 p.m.

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For more information on the Airport Advisory Commission, please contact Tracy Thompson at (512) 530-5023.

# AUS COVID-19 Response

- Following all state & local health ordinances
  - Masks must be worn by passengers & employees
- Enhancing cleaning & safety procedures
  - On-call disinfectant teams
  - Protective barriers & sanitization stations installed
- Modifying operations
  - Goal is to build passenger confidence



# AUS COVID-19 Response

- Continuous communication with passengers, airlines and business partners
- Internal Resilience & Recovery Team
  - Reviewing operations
  - Identifying best practices for recovery
- Exploring opportunities for further budget reductions
- Keeping our passengers and employees safe through a variety of operational changes



# AUS COVID-19 Response: Numbers

- **137** social media posts deployed across multiple platforms\*
- **12** digital signs designed and deployed in the Barbara Jordan Terminal
- **391** printed graphics deployed in the terminal, promoting social distancing and other #AUSReady4You measures
  - **71** social distancing floor decals
  - **248** social distancing jet bridge decals
    - 124 in English
    - 124 in Spanish
  - **35** wall signs
  - **31** stanchion signs in baggage and ticketing
  - **6** column mount decals in Customs
- **1** new webpage created and continuously updated
- **15** newsletter articles deployed through the Stay in Tune database, which has 50,000+ subscribers
- **7** COVID-19 videos produced
- **5** internal video addresses from the CEO and 1 live, virtual town hall with the CEO
- **7** external presentations to community groups by members of the Executive Team, focusing on COVID-19 efforts and recovery
- **3** VMS signs announcing mask and social distancing requirements along key roadways

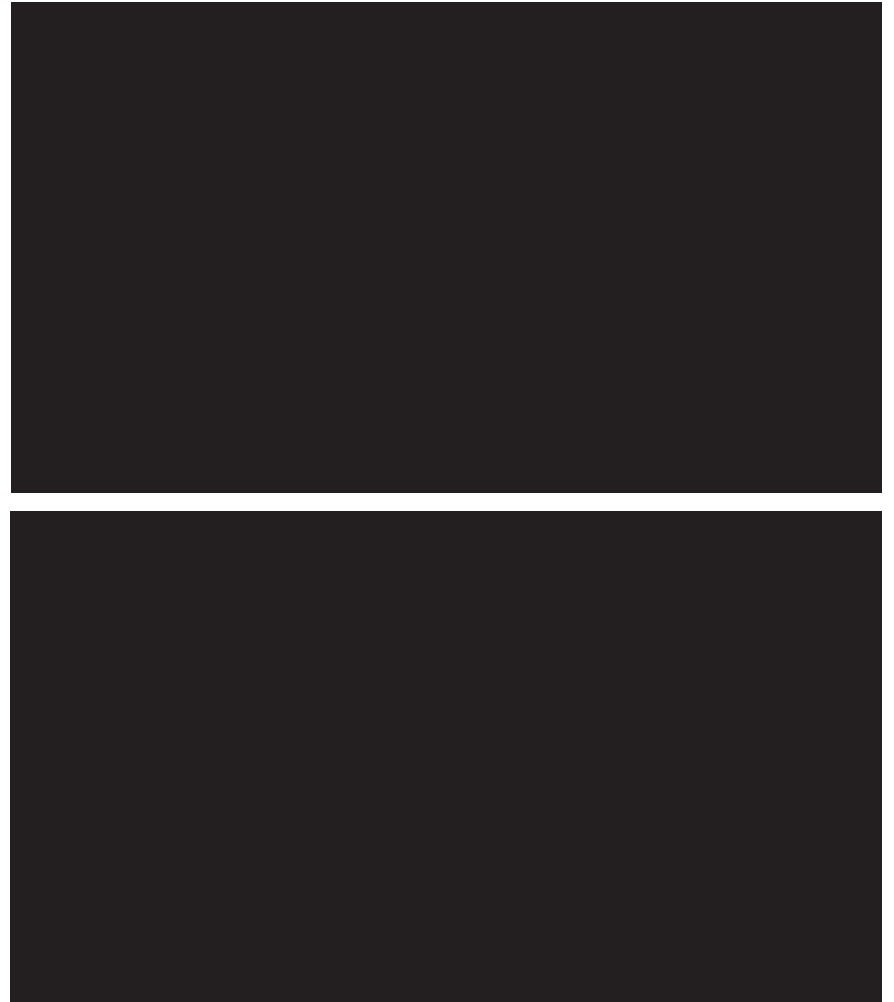
*\*As of September 11, 2020*



Austin-Bergstrom  
International Airport

# AUS Team

- **Individual Responsibilities:**
  - Safety is a shared responsibility of every AUS employee: we are responsible for our own personal safety and the safety of our co-workers, passengers, business partners, families and community.



# AUS Team

## Department Responsibilities:

- Providing PPE
  - Face coverings, gloves, hand sanitizer, disinfecting wipes, face shields for AUS staff
- Processes in place for:
  - Tracking/reporting exposure
  - Helping prevent and monitor exposure to COVID-19
- Emergency sick leave:
  - Making sure employees can stay home if sick

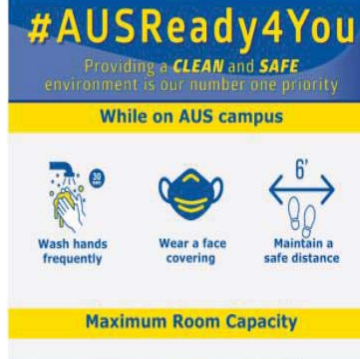
## Employee Safety



COVID Safety Kits



AUS Campus Signage



Hand Sanitation Stands



Austin-Bergstrom International Airport



# AUS Team

## • Department Responsibilities:

- Consistent updates to Department employees
- Videos addresses & live town hall from CEO
- SharePoint site, AUS Covid weekly updates, routine emails surveys and information to employees
- Virtual emotional wellness trainings – Emotional Wellness: Meditation, Wellness and Resilience classes.

From: Covid\_AUS  
 To: Austin Bergstrom International Airport  
 Subject: Como usar y mantener una variedad de cubiertas para la cara  
 Date: Monday, August 24, 2020 2:00:30 PM

Como usar y mantener una variedad de cubiertas para la cara



[https://youtu.be/3HhCn\\_A3Xn4](https://youtu.be/3HhCn_A3Xn4)



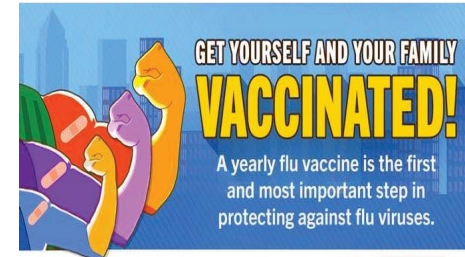
From: Covid\_AUS  
 To: Austin Bergstrom International Airport  
 Subject: COVID-19 Community Risk Stage 3  
 Date: Tuesday, September 1, 2020 9:13:41 AM

Hello AUS Team,

Austin-Travis County moves down to Stage 3 of COVID-19 risk guidelines.



We need our AUS community to continue to be vigilant and practice good hygiene, physical distancing, and wearing face coverings to prevent the disease from spreading and help keep each other safe.



Regreso a la escuela durante el COVID-19

Practique comportamientos seguros y saludables con sus niños



[AustinTexas.gov/COVID19](https://AustinTexas.gov/COVID19)



Austin-Bergstrom International Airport

# #MaskUpAUS

**Masks Are Mandatory!**

Do your part to keep fellow travelers & AUS employees safe




Austin-Bergstrom International Airport

# Passenger Experience

## #AUSReady4You

Providing a **CLEAN** and **SAFE** environment is our number one priority

**What you can do before your flight**



**Arrive at least 2 hours before your flight**



**Check-in online & use mobile boarding pass when possible**



**Check our website for updates on services**

AustinTexas.gov/Airport

**What you can do to travel responsibly**



**Wash hands frequently**



**Wear a face covering**




**Maintain a safe distance in all areas of the airport**

**What we are doing to keep you safe**



**Increased sanitization stations**



**Installed plexiglass barriers**



**Following CDC guidelines for all cleaning protocols**



^ **What We're Doing**

**Enhanced Cleaning Procedures**

**New Health & Safety Features**

- New stanchion signage throughout the terminal to encourage physical distancing.
- New digital signage in gate areas and visitors' center to encourage physical distancing, face coverings, and good hygiene.
- Additional hand sanitizing stations.
- Visual aids for physical distancing in the terminal, garages, and other facilities.
- Overhead announcements promoting adherence to public health best practices, such as wearing a face covering, physical distancing, and other CDC-recommended protocols.
- Protective Plexiglass barriers in common areas including ticket counters and gate counters.

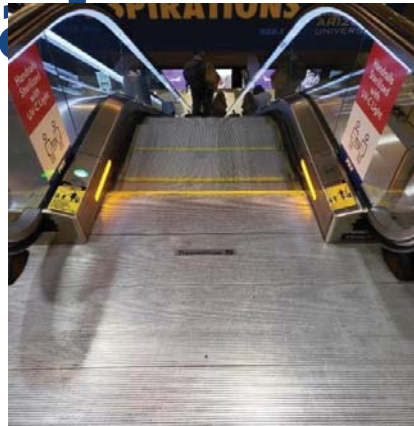
# Fly Safe Through AUS

- Building confidence to travel again
  - Now that you're ready for travel, we're...

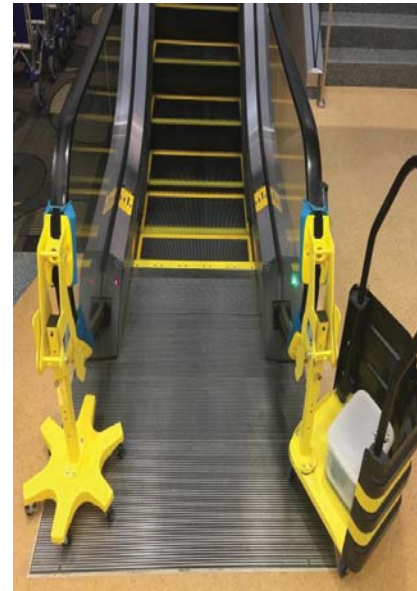
**#AUSReady4You!**



# New Technologies & Accreditation



**UV light sanitizers:  
Escalator Handrail**



**Escalator Handrail  
Cleaning System**

**UV-C HVAC Technology**



# AUS Customer Feedback

- AUS receives customer feedback from:
  - ASQ
  - CRMS
  - Social media

My name is Holly M [REDACTED] I just wanted to leave a positive review for the fabulous Austin airport! Every time I am here it is a wonderful experience from the ease of efficient parking to the delicious food spots. Security is always quick and I never worry about missing my flight. I always enjoy trips to the Austin airport and thank you for making it my favorite!



Lisa [REDACTED]  
Feeling very comfortable with visiting this airport. Hoping destination airports are like minded



Like · Reply · Message · 4d



Austin-Bergstrom  
International Airport

# ASQ Survey Results



Austin-Bergstrom  
International Airport





# Passenger Satisfaction Report

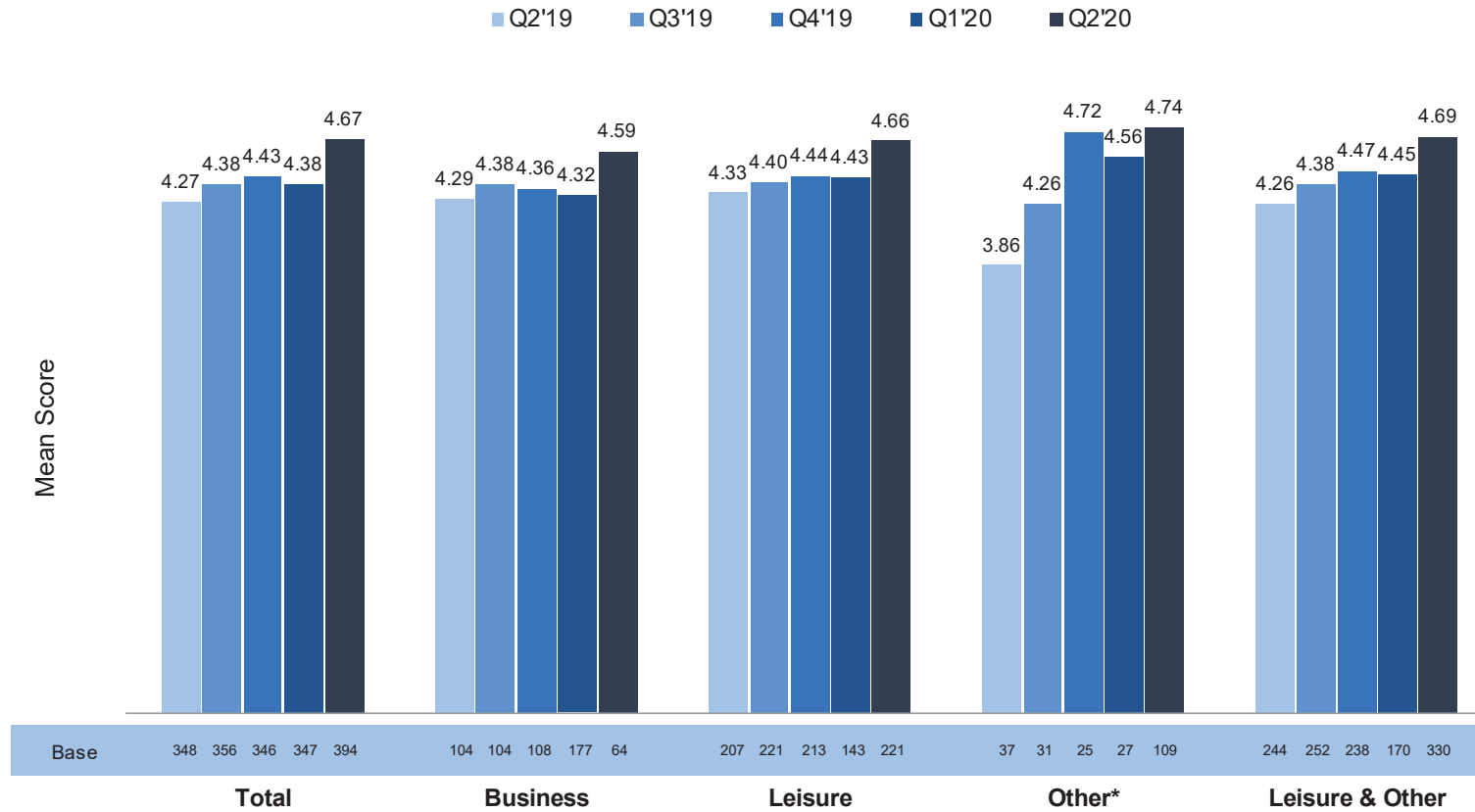
## **AUS – Airport Performance**

Q2 2020



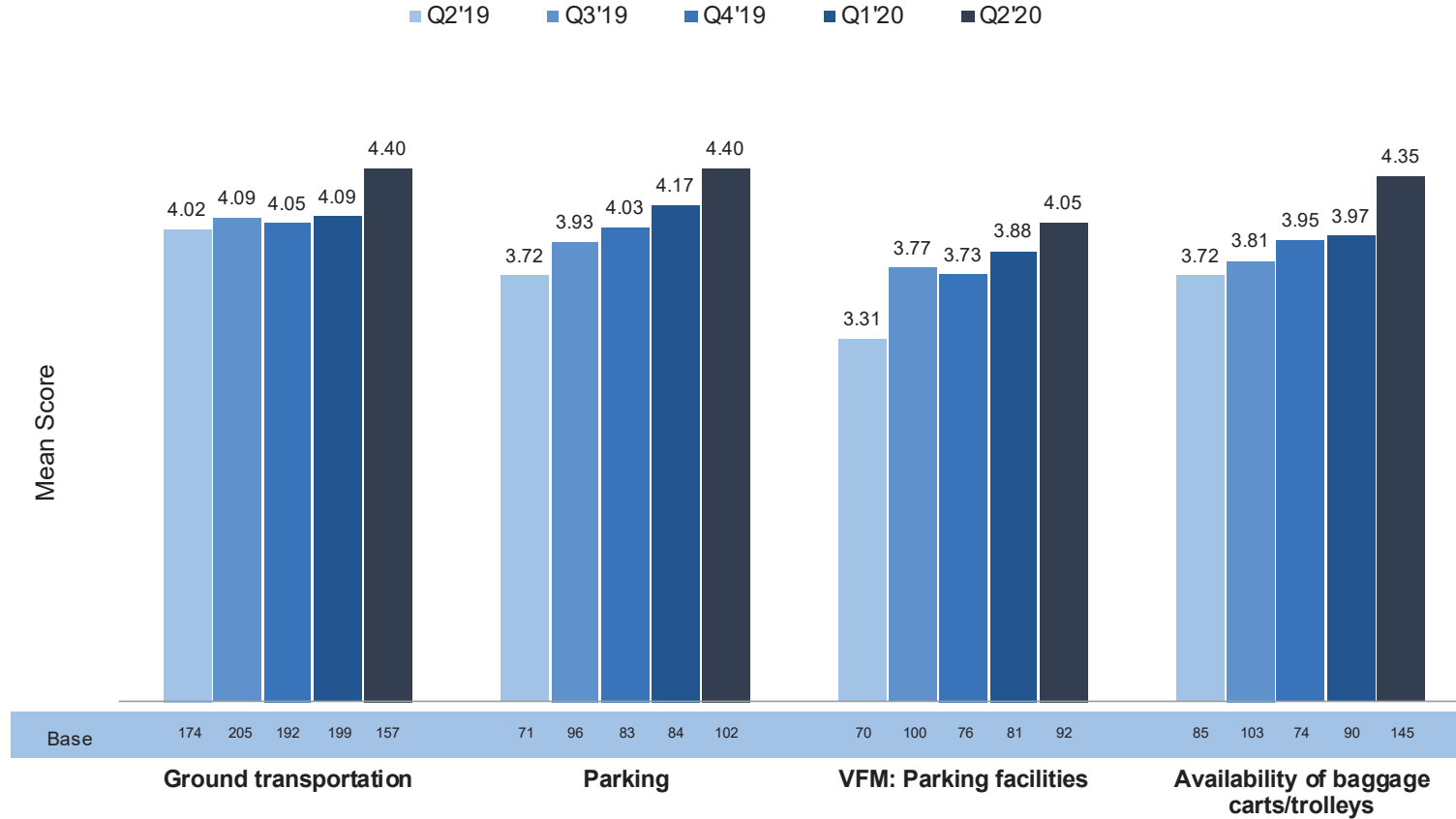
# AUS – Airport Performance

## Trend Over Time – Overall Satisfaction



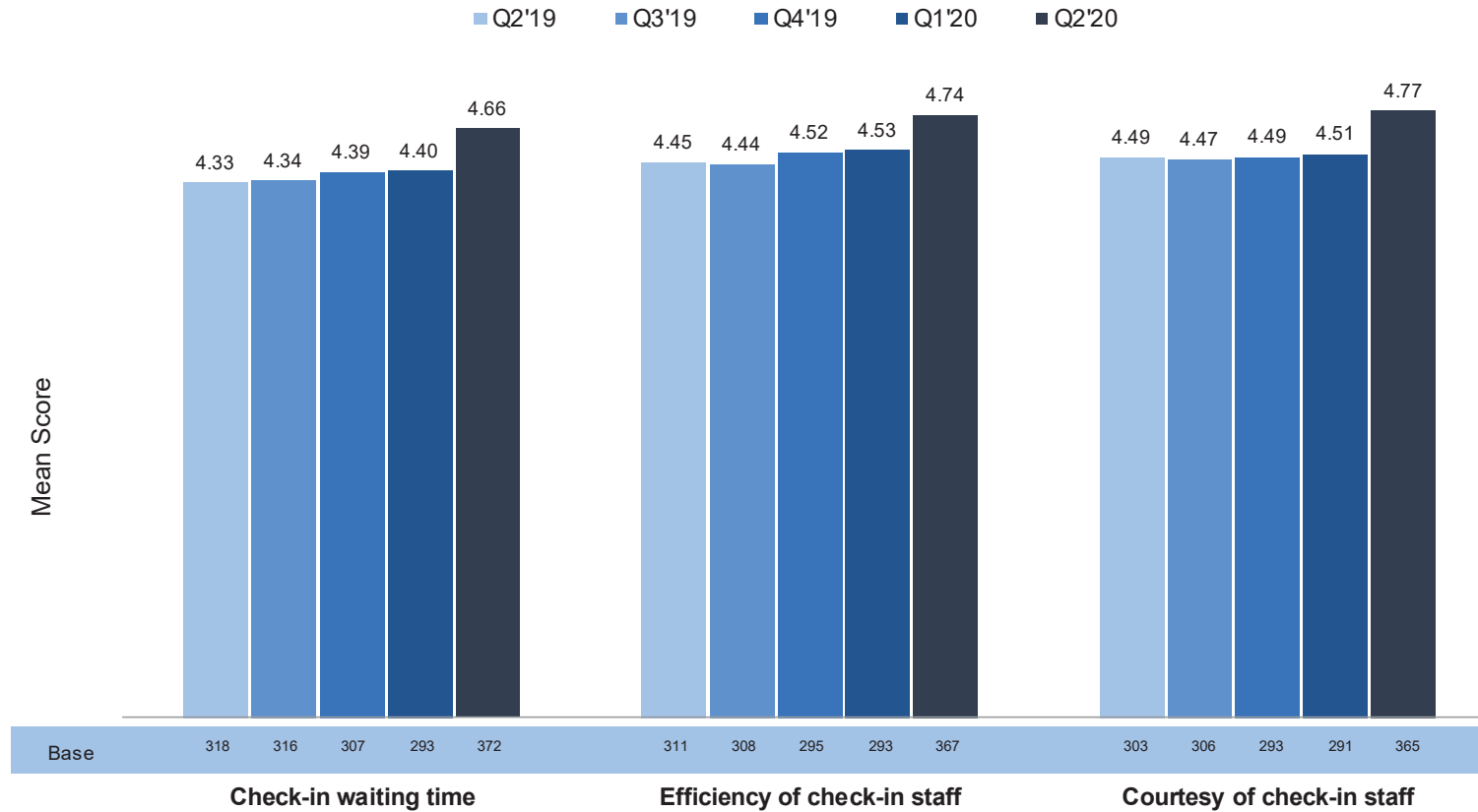
Notes:  
 Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport. Results for small samples (n<30) are presented for informative purposes only.  
 \* Other may include Education, Family visit, Religious events, etc.

# AUS – Airport Performance Trend Over Time – Access



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

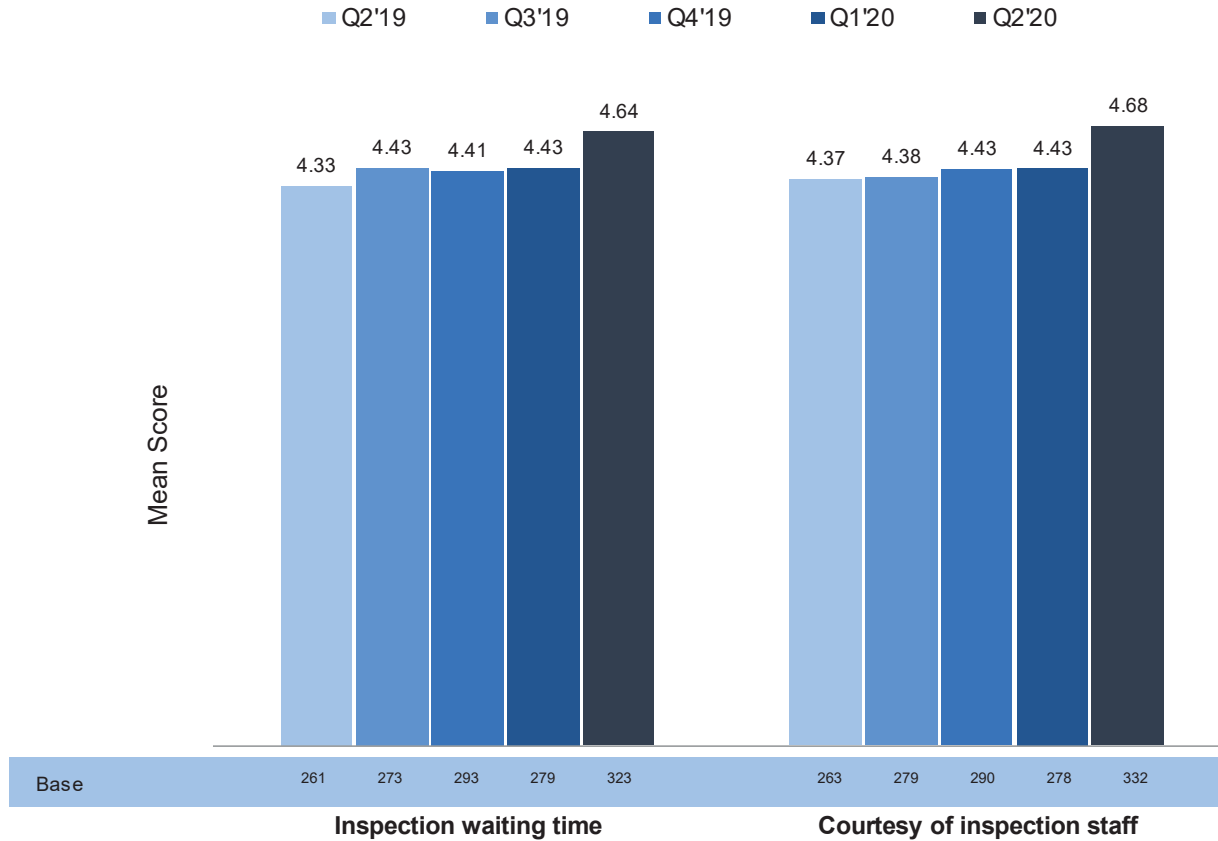
# AUS – Airport Performance Trend Over Time – Check-in



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

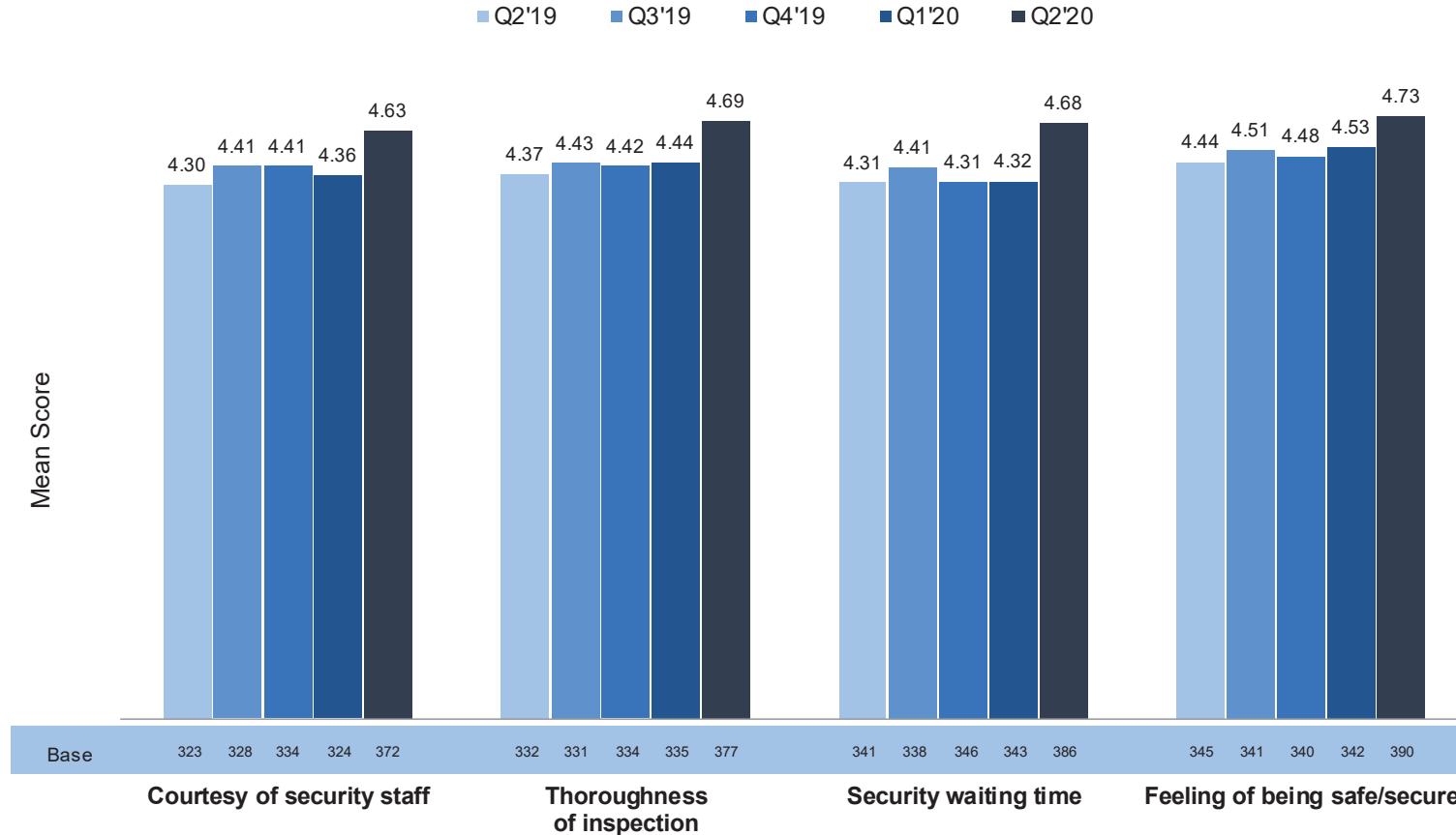
# AUS – Airport Performance

## Trend Over Time – Passport / ID Control



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

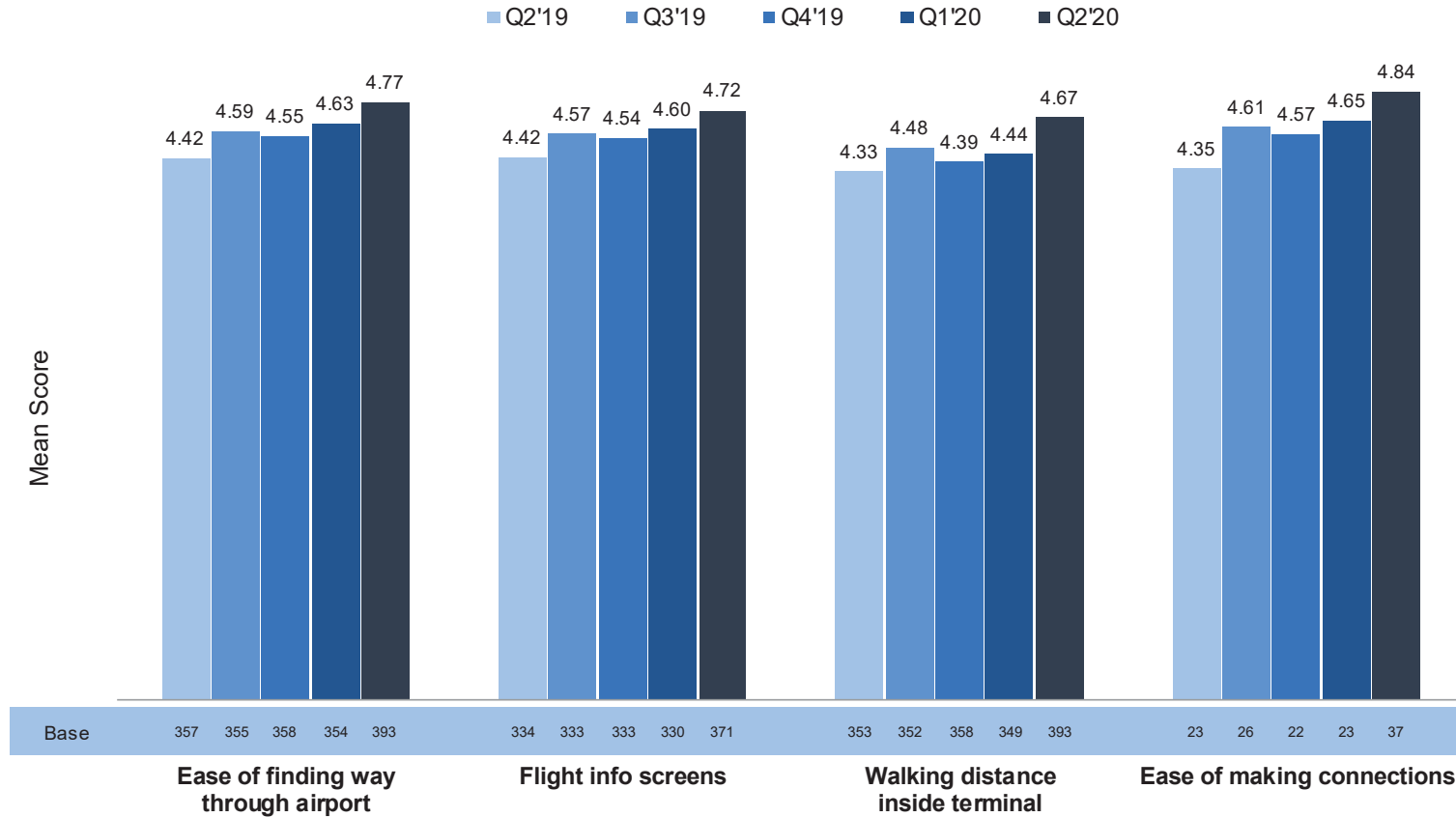
# AUS – Airport Performance Trend Over Time – Security



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

# AUS – Airport Performance

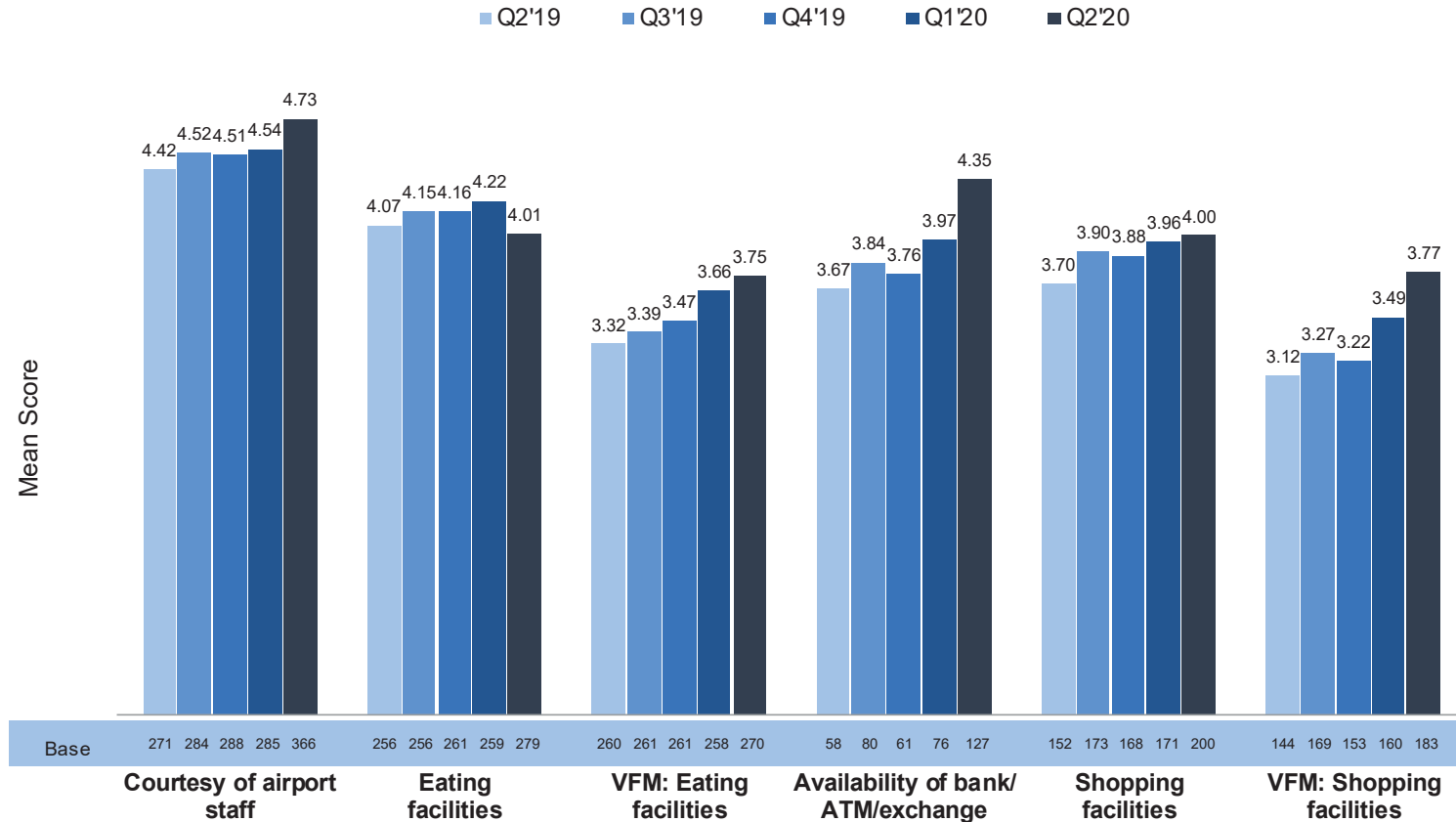
## Trend Over Time – Finding Your Way



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

# AUS – Airport Performance

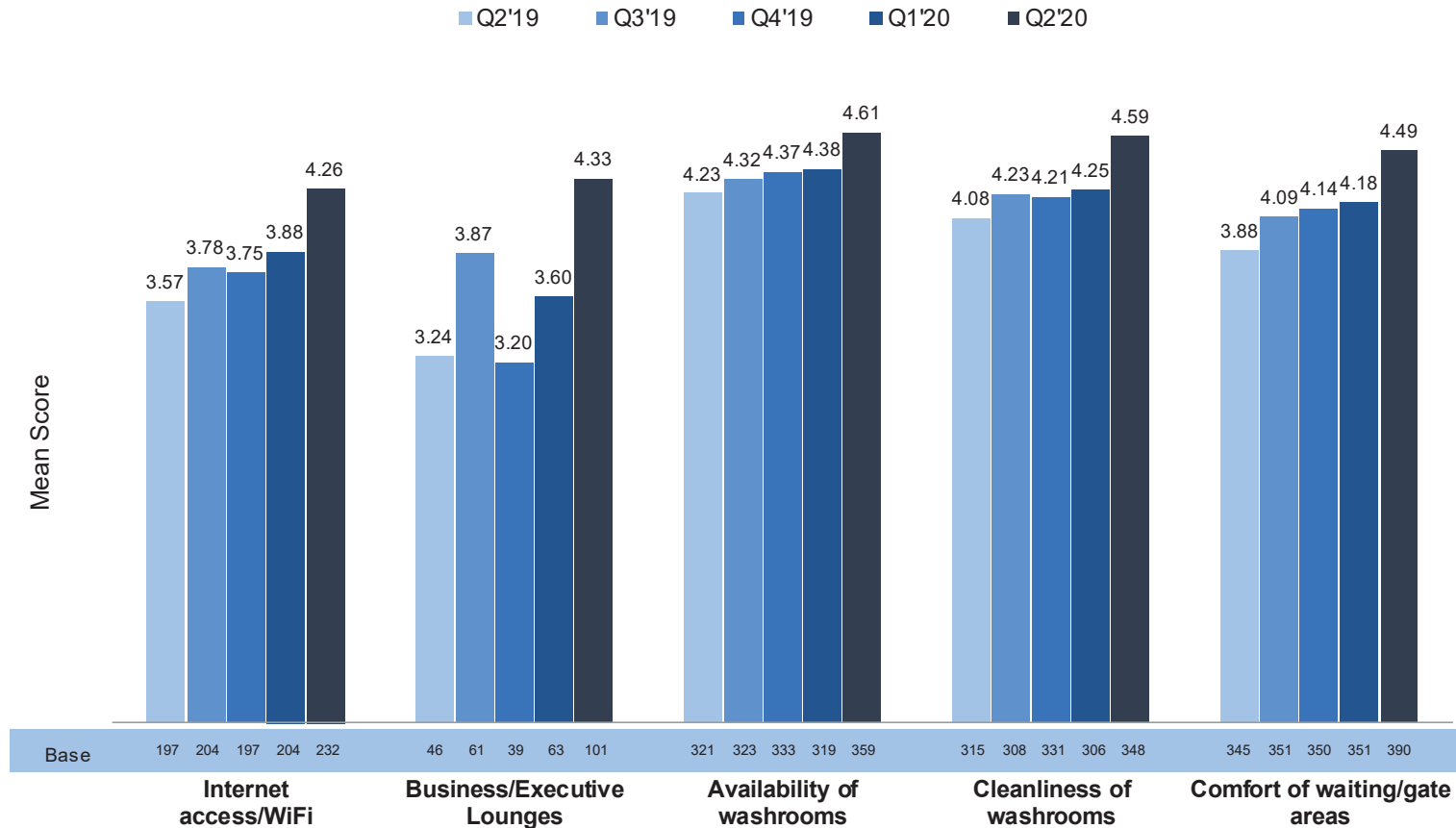
## Trend Over Time – Airport Facilities (1/2)



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

# AUS – Airport Performance

## Trend Over Time – Airport Facilities (2/2)

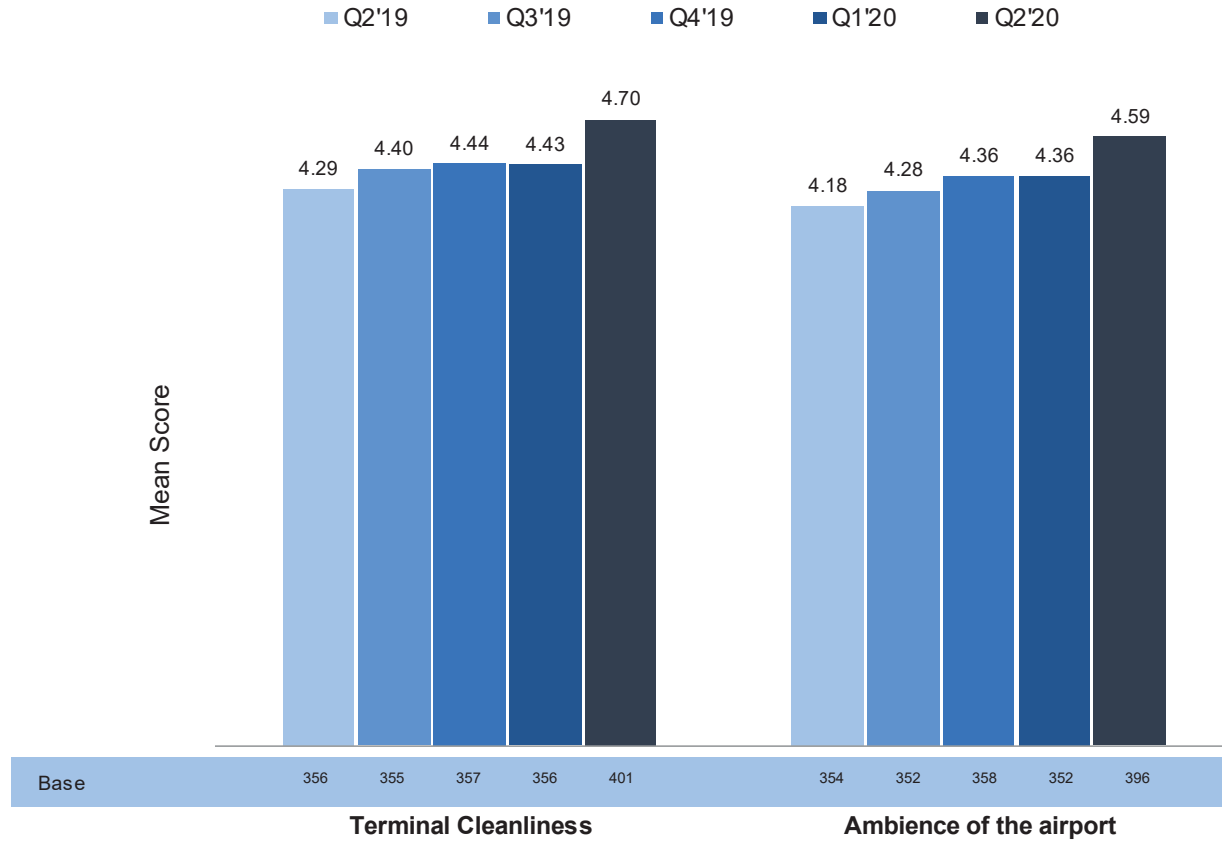


Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
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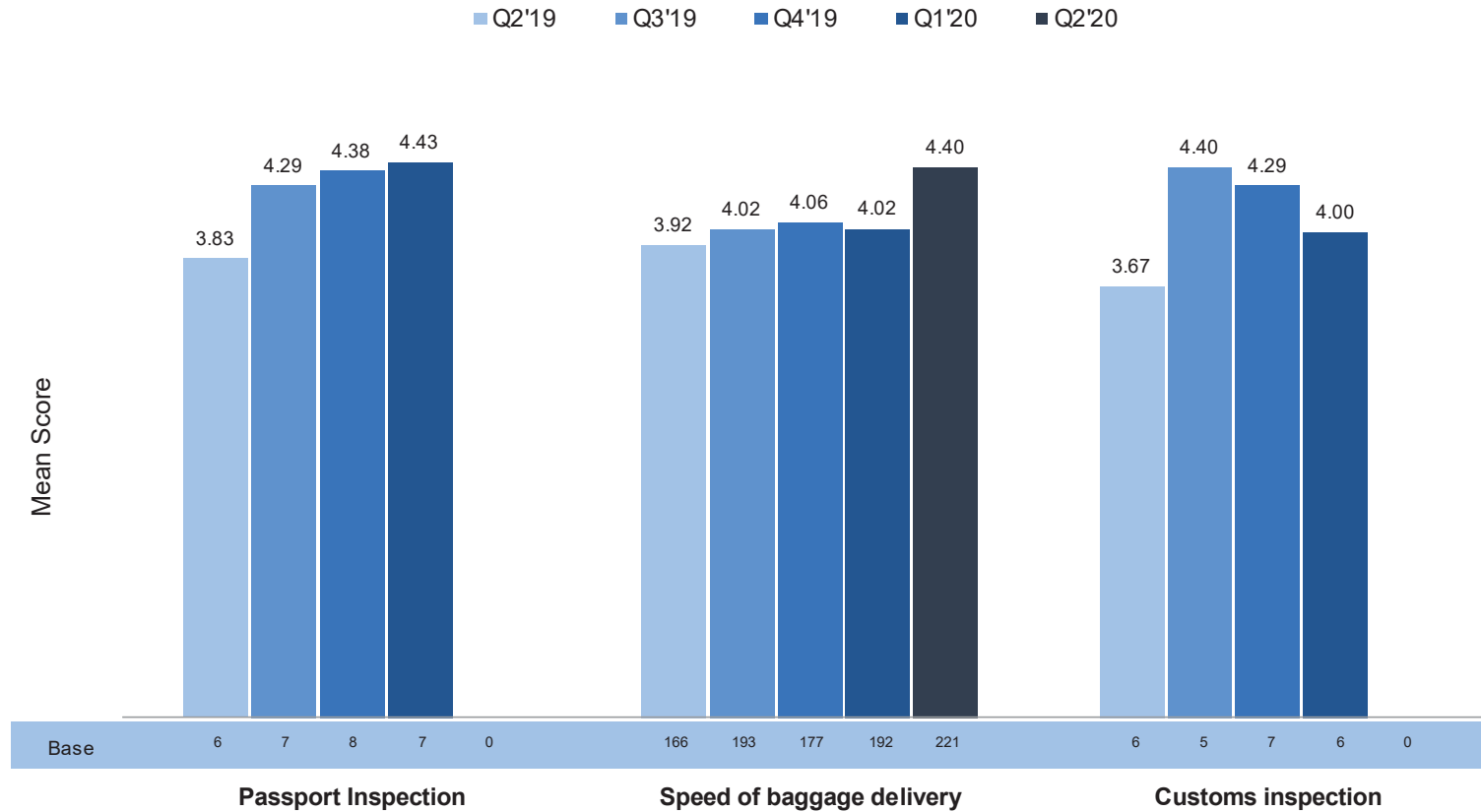
# AUS – Airport Performance

## Trend Over Time – Airport Environment



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

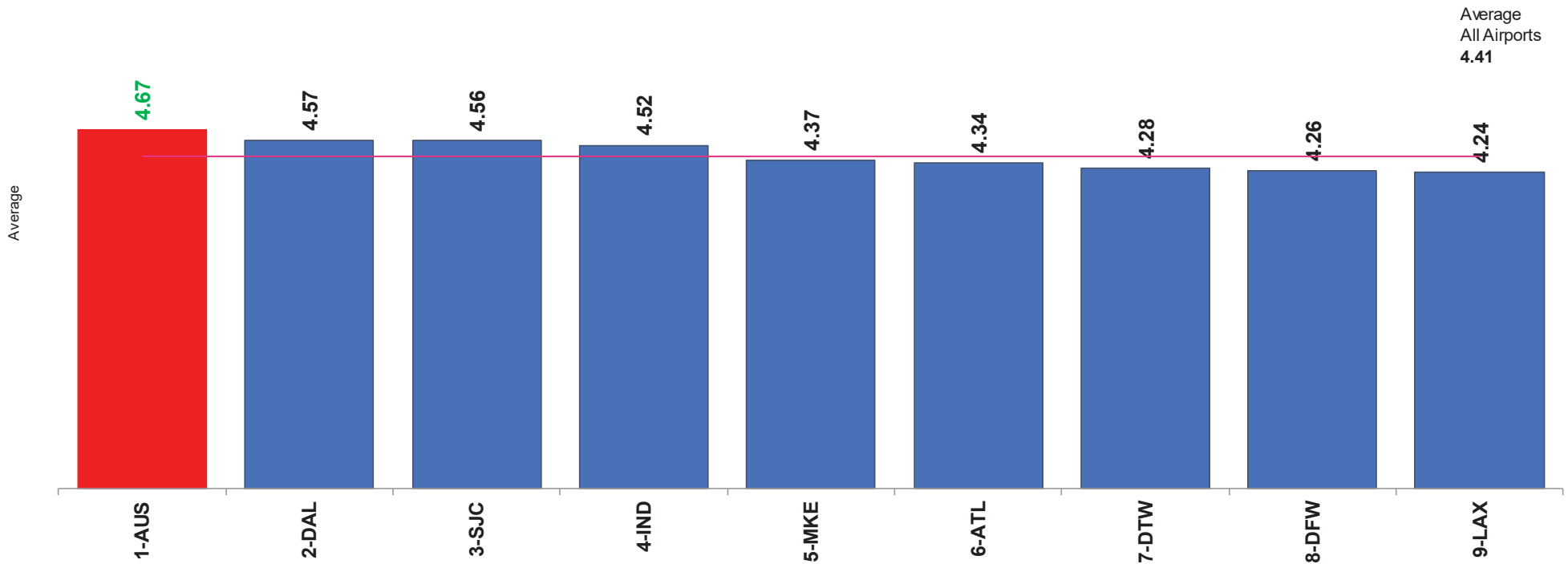
# AUS – Airport Performance Trend Over Time – Arrivals Services



Notes: Responding to all questions is not mandatory, the number of respondents could be different for each item  
 Q7: "Based on your experience today, please rate this airport on each service item"  
 Base is Respondents providing a valid response. Results for small samples (n<30) are presented for informative purposes only.

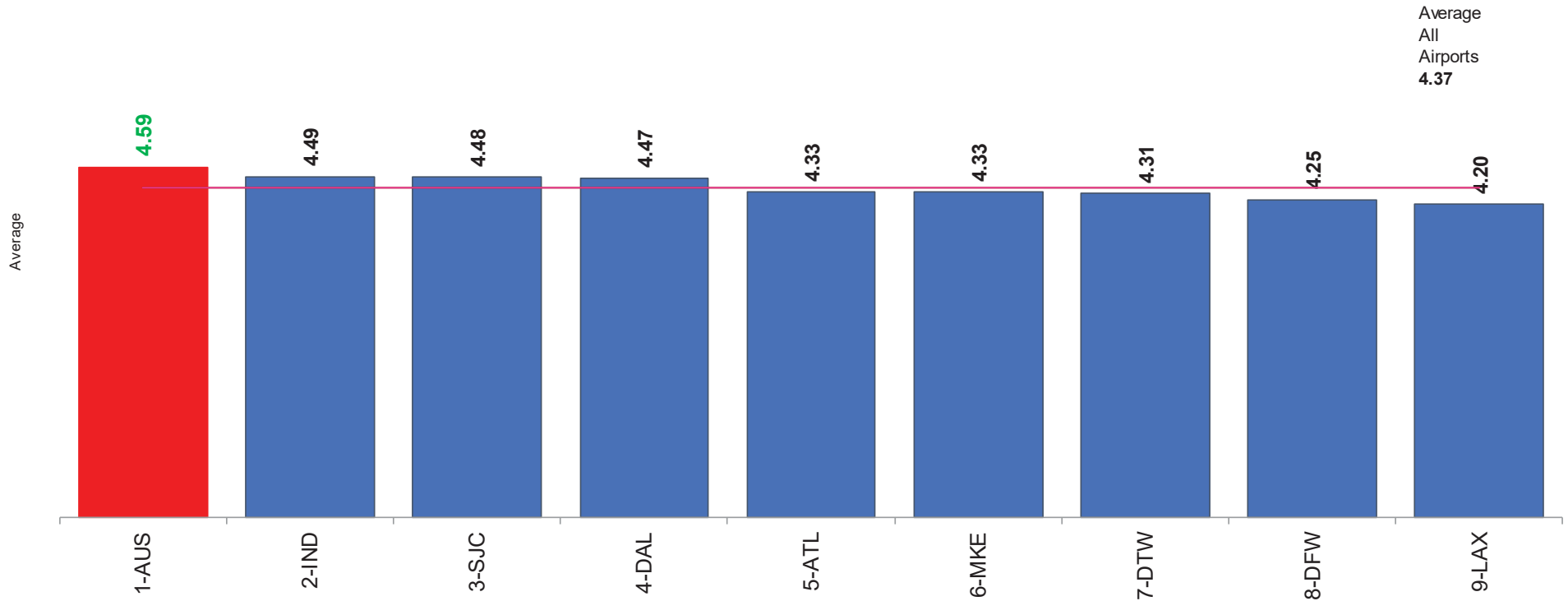
# AUS – Ranking Within the Customized Panel

## Overall Satisfaction – Total



Q7. Based on your experience today, please rate this airport on each service item: Overall satisfaction with the airport.

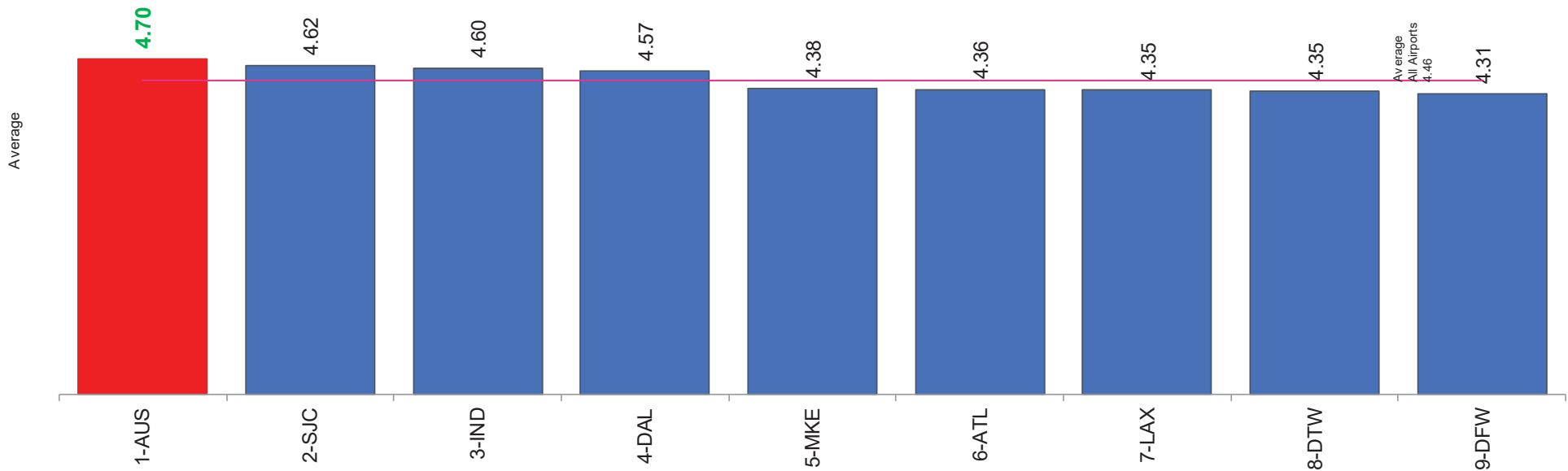
AUS – Ranking Within the Customized Panel  
**Cleanliness of washrooms**



Q7aa. Based on your experience today, please rate this airport on each service item: Cleanliness of washrooms/toilets.

# AUS – Ranking Within the Customized Panel

## Terminal cleanliness



Q7cc. Based on your experience today, please rate this airport on each service item: Cleanliness of airport terminal.

## What was your **BEST** experience at this airport today? (ASQ Survey Comments)

May 2020 (Q2)	July – August 2020 (Q3)
<p><b>Themes: Clean, Courtesy &amp; Friendly Employees</b></p>	<p><b>Themes: Clean, Quick, Easy, Courtesy &amp; Friendly Employees</b></p>
<ul style="list-style-type: none"> <li>• No crowds, <b>clean</b> and neat.</li> <li>• Courtesy of staff.</li> <li>• Overall a very lovely experience/great atmosphere.</li> <li>• First time flying out from this airport, very nice experience so far.</li> <li>• Friendly employees/willingness to help.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Clean</b> and safe</li> <li>• Airport feels very <b>clean</b>/Thank you for asking for feedback! Survey giver was great.</li> <li>• Easy to navigate through</li> <li>• Nice <b>clean</b> airport with friendly staff.</li> <li>• Nice facility, friendly staff/I look forward to coming back in September.</li> <li>• Quick and easy.</li> <li>• Security TSA/Love Austin and great job during a difficult time!</li> <li>• Quick Check-in &amp; waiting time/Excellent service, keep up the good work and Thank you!</li> <li>• Courtesy and helpfulness of airport staff. Keep up the good work!</li> <li>• <b>Cleanliness</b> and easy to navigate.</li> <li>• Thoughtfulness of Staff.</li> <li>• <b>Excellent bathroom cleanliness.</b></li> <li>• All staff members from Check-in services, security, <b>custodial have been very pleasant.</b></li> <li>• Friendliness of Staff./I love ABIA.</li> <li>• Check-in. Overall good experience even with COVID restrictions.</li> <li>• <b>Clean</b>, short lines and no wait times</li> <li>• Friendly + Helpful SW Employee &amp; Airport staff.</li> <li>• <b>Cleanliness of washrooms/toilets.</b></li> </ul>

## What was your **WORST** experience at this airport today? (ASQ Survey Comments)

May 2020 Q2	July – August 2020 Q3
<p><b>Themes: Social Distancing, Lack of Food, Mask</b></p>	<p><b>Themes: Lack of Food and Mask</b></p>
<ul style="list-style-type: none"> <li>• Concerned that Southwest is more strict about social distancing and the use of masks than the airport. Not everyone is wearing a <b>mask</b>.</li> <li>• I understand the COVID but we need to eat. More vending machines maybe? Nothing is open and I'm hungry.</li> <li>• Lack of <b>food options</b> (multiple comments)</li> <li>• Had to sit at gate, <b>no social distance</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Nothing was open to sit, eat and drink.</li> <li>• Very few <b>food options</b>.</li> <li>• <b>Lack of food or shopping selection</b>.</li> <li>• Some people without <b>masks</b>.</li> <li>• TSA agent checking lbs. not wearing <b>mask</b>.</li> <li>• Would like <b>stronger mask enforcement</b>.</li> <li>• Others not wearing <b>masks</b> despite announcements.</li> <li>• Not enough <b>eating facilities</b> open.</li> <li>• Closed shops due to COVID.</li> <li>• Food is very expensive and not enough <b>food options</b>.</li> <li>• Need <b>more food options</b>. I'm hungry!</li> <li>• Not much open for <b>food and shopping</b>.</li> <li>• Leaving Austin. I love Austin.</li> </ul>



# Social Media Feedback Themes

## • Concessions

Are the places to eat and ice cream places open in the airport?

Are your restaurants open?

What restaurant if any are open after TSA?

What restaurants are open to eat at or grab and go?

Is there somewhere that has a list of restaurants that are open? I'm looking for breakfast Monday morning around 5am?

Are any of the gift shops open in the airport? I have to make a quick trip and wanted to get an Austin-y gift for my aunt. Thanks.

## • Masks:

Are we required to wear masks in the airport?

Pathetic enforcement of mask rules inside the terminal. Dozens of people with no masks. Please enforce

Hi, are y'all actually enforcing your mask requirement?

Do you have to play an announcement to wear a mask every two minutes? I think people get it

Hi! Someone without a mask on gate 11 Spirit airline talking without a mask over the phone for minutes an minutes

Now a pilot not wearing a mask! No wonder why TX numbers are so bad. You should really enforce this mask policy, this is not a joke

We have flights on the 25th of July to Phoenix. Will we need N-95 masks or any face covering?

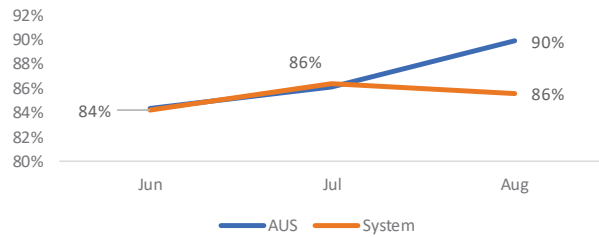




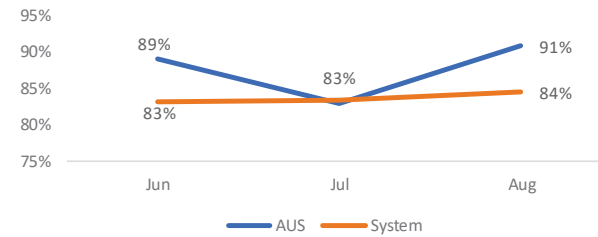
# Cleanliness Satisfaction | AUS vs System

Since the beginning of tracking cleanliness satisfaction in June, AUS Customers overall are highly satisfied with the cleanliness in AUS

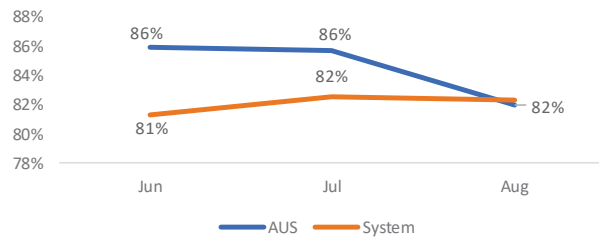
Lobby Cleanliness Satisfaction



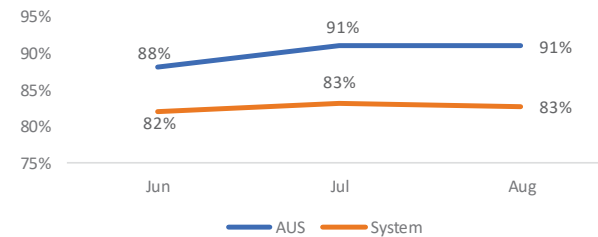
Kiosk Cleanliness Satisfaction



Gate Cleanliness Satisfaction



Bag Claim Cleanliness Satisfaction



➤ In August, AUS experienced strong cleanliness satisfaction vs the system; Gate area's downward trend provides an opportunity for improvement

# Questions?

*[AustinTexas.gov/Airport](http://AustinTexas.gov/Airport)*

*[Facebook.com/AUStinAirport](https://www.facebook.com/AUStinAirport)*

*[Twitter.com/AUStinAirport](https://twitter.com/AUStinAirport)*





## MEMORANDUM

TO: Airport Advisory Commissioners

FROM: Rajeev Thomas, Deputy Chief - Finance, Aviation Department

DATE: September 25, 2020

SUBJECT: Austin-Bergstrom International Airport (AUS) Update

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**COVID-19 Financial Impact and July 2020 Financial Results**

July's passenger numbers were low due to world-wide government restrictions on travel and virus resurgence across the country. AUS experienced a passenger decline of 74.60% in July compared to last year. July's daily enplaned passengers averaged 7k, while July 2019 averaged 26.5k. AUS is currently experiencing about 7k daily enplaned passengers in September.

Please find attached the July 2020 financial results for AUS. As you will see, July 2020 enplanements were 74.60% lower, or 612,601, below July 2019. July 2020 enplanements Year to Date (YTD) are down 38.57% over prior year. Cargo volume increased 37.25% versus July 2019 due to two full months of Amazon service, and YTD cargo volume is 5.03% higher than the prior year. Excluding mail and belly freight, cargo volume is up 54.8% over prior year July.

Operating revenues decreased 46.9% over the prior year month or (\$8.0M), and lower by 18.3% or (\$27.9M) July YTD. Year to Date revenues are 24.4% lower or (\$40.1M) below budget. The lower revenues were driven by lower landing weights (down 50%) as well as less parking and ground transportation services provided. Lower revenues are also a result of food, beverage, and retail concessions being billed at a percentage of sales rather than their minimum annual guaranteed concession fees as well as lower rental car revenues and other rentals and fees.

We remain vigilant on maximizing operational efficiencies and streamlining our budgets. Accordingly, July's aviation related operating expenses were \$14.7M favorable

to the budget YTD, and 1.2% or \$1.0M higher than prior YTD. The City of Austin allocated costs were in line with the airport's budget and debt service costs were as forecasted. Overall, July 2020 net income was (\$2.1M) versus \$4.2M for July 2019. YTD net income is (\$3.2M) and (\$37.1M) lower than prior year due to higher debt service of (\$9.8M), operating expenses (\$1M), and lower revenue (\$27.9M). Net income July YTD is (\$19.4M) lower than budgeted. The Airport received YTD \$6.2M in Cares Act reimbursement funds for parking expenses and debt service of which \$845k was received in July; which is not reflected in the numbers above.

Attachments:

July 2020 - AAC Financial Report

**CITY OF AUSTIN**  
**AUSTIN-BERGSTROM INTERNATIONAL AIRPORT**  
**Airport Operating Fund 5070**  
**Income Statement - For Internal Use Only**  
**Fiscal Year to Date for 10 Month(s) ended July 31, 2020**

	Amended Budget	Budget Seasonalized 10 month(s)	Year to Date w/ Accruals	Y-T-D Variance Fav (Unfav)	Y-T-D % Variance Fav (Unfav)
<b>REVENUE</b>					
<b>AIRLINE REVENUE</b>					
Landing Fees	36,137,000.00	31,760,499.14	21,329,270.29	(10,431,228.85)	(32.8%)
Terminal Rental & Other Fees	55,696,000.00	47,330,670.23	41,733,174.73	(5,597,495.50)	(11.8%)
<b>TOTAL AIRLINE REVENUE</b>	<b>91,833,000.00</b>	<b>79,091,169.37</b>	<b>63,062,445.02</b>	<b>(16,028,724.35)</b>	<b>(20.3%)</b>
<b>NON-AIRLINE REVENUE</b>					
Parking	42,063,829.00	34,558,122.21	21,466,932.24	(13,091,189.97)	(37.9%)
Ground Transportation for Hire	6,758,576.00	5,582,997.54	3,666,237.00	(1,916,760.54)	(34.3%)
Rental Cars	15,389,147.00	13,098,960.34	11,864,327.84	(1,234,632.50)	(9.4%)
Food & Beverage	15,306,786.00	12,656,006.73	6,493,767.51	(6,162,239.22)	(48.7%)
Retail	4,563,595.00	3,751,399.18	2,910,466.24	(840,932.94)	(22.4%)
Advertising	2,457,056.00	2,116,738.69	1,899,757.10	(216,981.59)	(10.3%)
Other Concessions, Rentals & Fees	15,959,811.00	12,270,644.75	12,146,822.34	(123,822.41)	(1.0%)
<b>TOTAL NON-AIRLINE REVENUE</b>	<b>102,498,800.00</b>	<b>84,034,869.44</b>	<b>60,448,310.27</b>	<b>(23,586,559.17)</b>	<b>(28.1%)</b>
Interest Income	1,509,788.00	1,258,156.67	766,815.18	(491,341.49)	(39.1%)
<b>TOTAL REVENUE</b>	<b>195,841,588.00</b>	<b>164,384,195.48</b>	<b>124,277,570.47</b>	<b>(40,106,625.01)</b>	<b>(24.4%)</b>
<b>OPERATING REQUIREMENTS</b>					
Fac Mgmt, Ops and Airport Security	71,245,679.00	56,967,614.14	47,502,876.62	9,464,737.52	16.6%
Airport Planning and Development	7,966,822.00	6,036,966.98	4,915,455.48	1,121,511.50	18.6%
Support Services	28,900,318.00	22,611,632.88	19,848,367.95	2,763,264.93	12.2%
Business Services	16,261,823.00	10,969,628.76	9,597,109.53	1,372,519.23	12.5%
<b>TOTAL OPERATING EXPENSES</b>	<b>124,374,642.00</b>	<b>96,585,842.76</b>	<b>81,863,809.58</b>	<b>14,722,033.19</b>	<b>15.2%</b>
<b>Debt Service</b>					
2013 Prosperity Bank Loan	5,409,080.00	4,507,723.44	4,507,800.00	(76.56)	0.0%
2014 Bond Issuance	7,077,869.00	5,898,180.16	5,898,069.18	110.98	0.0%
2017 Bond Issuance	9,962,554.00	8,290,102.03	8,289,942.01	160.02	0.0%
2019 Refunding Bonds	16,050,619.00	13,248,475.46	13,247,504.17	971.29	0.0%
2019 New Money	0.00	0.00	3,378,700.00	(3,378,700.00)	N/A
<b>TOTAL Net Debt Service</b>	<b>38,500,122.00</b>	<b>31,944,481.08</b>	<b>35,322,015.36</b>	<b>(3,377,534.28)</b>	<b>(10.6%)</b>
<b>OTHER REQUIREMENTS</b>					
Workers' Compensation	459,386.00	382,821.67	382,820.00	1.67	0.0%
Citywide Administrative Support	5,749,656.00	4,791,380.00	4,791,380.00	0.00	0.0%
Communications & Technology Mgmt	1,817,925.00	1,514,937.50	1,514,940.00	(2.50)	0.0%
Accrued Payroll	354,511.00	295,425.83	295,425.83	0.00	0.0%
Wage Adjustment Markets	401,369.00	334,474.17	0.00	334,474.17	100.0%
Operating Reserve	3,400,100.00	2,833,416.67	0.00	2,833,416.67	(100.0%)
CTECC	205,514.00	171,261.67	171,260.00	1.67	0.0%
Trunked Radio Allocation	317,231.00	264,359.17	264,360.00	(0.83)	0.0%
Public Works Capital Projects Mgmt Fund	3,399,372.00	2,832,810.00	2,832,810.00	0.00	0.0%
<b>TOTAL OTHER REQUIREMENTS</b>	<b>16,105,064.00</b>	<b>13,420,886.67</b>	<b>10,252,995.83</b>	<b>3,167,890.84</b>	<b>23.6%</b>
<b>TOTAL REQUIREMENTS</b>	<b>178,979,828.00</b>	<b>141,951,210.51</b>	<b>127,438,820.77</b>	<b>14,512,389.74</b>	<b>10.2%</b>
<b>EXCESS (DEFICIT) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS</b>					
	16,861,760.00	22,432,984.96	(3,161,250.30)	(25,594,235.27)	(114.1%)
CARES Act Reimbursement (Parking)	0.00	0.00	(2,588,455.04)	2,588,455.04	N/A
CARES Act Reimbursement (Debt Service)	0.00	0.00	(3,647,209.80)	3,647,209.80	N/A
<b>TOTAL CARES ACT REIMBURSEMENT</b>	<b>0.00</b>	<b>0.00</b>	<b>(6,235,664.84)</b>	<b>6,235,664.84</b>	<b>N/A</b>
<b>EXCESS (DEFICIT) OF TOTAL AFTER CARES ACT</b>	<b>16,861,760.00</b>	<b>22,432,984.96</b>	<b>3,074,414.54</b>	<b>(19,358,570.43)</b>	<b>(86.3%)</b>

Note: Columns may not add to totals shown because of rounding

ENPLANEMENTS	Passengers	% Inc/(Dec)
July, 2020 (Month over Month)	208,539	-74.60%
July, 2020 - Year-to-Date	4,309,197	-38.57%

CITY OF AUSTIN  
AUSTIN-BERGSTROM INTERNATIONAL AIRPORT  
INCOME STATEMENT COMPARISON THIS YEAR VS. LAST YEAR

	This month - This Year vs. Last Year				Fiscal YTD - This Year vs. Last Year			
	FY20 (Jul 20) vs FY19 (Jul 19)		FY20 (Oct 19 - Jul 20) vs FY19 (Oct 18 - Jul 19)					
	FY20 Jul-20	FY19 Jul-19	Fav (Unfav) \$ Variance	Fav (Unfav) % Variance	FY20 YTD Jul-20	FY19 YTD Jul-19	Fav (Unfav) \$ Variance	Fav (Unfav) % Variance
<b>Airline Revenue</b>								
Landing Fees	1,597,532.66	3,790,537.82	(2,193,005.16)	(57.9%)	21,329,270.29	28,302,868.31	(6,973,598.02)	(24.6%)
Terminal Rental & Other Fees	3,813,441.52	4,387,470.19	(574,028.67)	(13.1%)	41,733,174.73	42,489,125.00	(755,950.27)	(1.8%)
Total Airline Revenue	5,410,974.18	8,178,008.01	(2,767,033.83)	(33.8%)	63,062,445.02	70,791,993.31	(7,729,548.29)	(10.9%)
<b>Non-Airline Revenue</b>								
Parking	1,090,020.19	4,192,444.67	(3,102,424.48)	(74.0%)	21,466,932.24	33,986,837.58	(12,519,905.34)	(36.8%)
Ground Transportation for Hire	103,170.50	515,945.50	(412,775.00)	(80.0%)	3,666,237.00	5,226,869.00	(1,560,632.00)	(29.9%)
Rental Cars	1,016,549.79	1,159,936.50	(143,386.71)	(12.4%)	11,864,327.84	12,626,644.01	(762,316.17)	(6.0%)
Food & Beverage	206,874.69	1,056,536.80	(849,662.11)	(80.4%)	6,493,767.51	9,793,130.54	(3,299,363.03)	(33.7%)
Retail	127,670.74	423,626.31	(295,955.57)	(69.9%)	2,910,486.24	3,696,092.11	(785,605.87)	(21.3%)
Advertising	148,101.64	180,813.77	(32,712.13)	(18.1%)	1,899,757.10	2,237,489.72	(337,732.62)	(15.1%)
Other Concessions, Rentals & Fees	962,303.76	1,258,912.25	(296,608.49)	(23.6%)	12,146,822.34	12,448,999.26	(302,176.92)	(2.4%)
Total Non-Airline Revenue	3,654,691.31	8,788,215.80	(5,133,524.49)	(58.4%)	60,448,310.27	80,016,062.22	(19,567,751.95)	(24.5%)
Interest Income	29,446.66	170,462.19	(141,015.53)	(82.7%)	766,815.18	1,398,248.53	(631,433.35)	(45.2%)
Total Operating Revenue	9,095,112.15	17,136,686.00	(8,041,573.85)	(46.9%)	124,277,570.47	152,206,304.06	(27,928,733.59)	(18.3%)
<b>Operating Requirements</b>								
Fac Mgmt, Ops and Airport Security	4,049,820.86	4,744,519.28	694,698.42	14.6%	47,502,876.62	46,532,443.20	(970,433.42)	(2.1%)
Airport Planning and Development	326,874.65	307,967.94	(18,906.71)	(6.1%)	4,915,455.48	3,453,467.35	(1,461,988.13)	(42.3%)
Support Services	1,696,083.30	2,110,117.01	414,033.71	19.6%	19,848,367.95	18,542,333.49	(1,305,434.46)	(7.0%)
Business Services	333,795.61	1,177,252.36	843,456.75	71.6%	9,497,109.53	12,368,530.16	2,771,420.63	22.4%
Total Operating Expense	6,406,574.42	8,339,856.59	1,933,282.17	23.2%	81,863,809.58	80,897,374.20	(966,435.38)	(1.2%)
<b>Debt Service</b>								
GO Debt Service Fund	0.00	142.70	142.70	100.0%	0.00	1,426.70	1,426.70	100.0%
2013A Revenue Refunding Bonds	0.00	0.00	0.00	N/A	0.00	91,461.90	91,461.90	100.0%
2013 Prosperity Bank Loan	450,700.00	448,936.53	(1,763.47)	(0.4%)	4,507,800.00	4,422,424.08	(85,375.92)	(1.9%)
2014 Bond Issuance	589,769.40	580,444.10	(9,325.30)	(1.6%)	5,898,069.18	4,949,870.92	(948,198.26)	(19.2%)
2017 Bond Issuance	836,172.85	788,119.07	(48,053.78)	(6.1%)	8,289,942.01	2,202,775.87	(6,087,166.14)	(276.3%)
2019 Refunding Bonds	1,401,081.30	1,613,080.57	211,999.27	13.1%	13,247,504.17	3,935,073.55	(9,312,430.62)	(236.7%)
2019 New Money	474,100.00	0.00	(474,100.00)	N/A	3,378,700.00	0.00	(3,378,700.00)	N/A
2005 Variable rate Notes (Swap)	0.00	0.00	0.00	N/A	0.00	9,196,673.27	9,196,673.27	100.0%
2005 Variable rate Notes Fees	0.00	0.01	0.01	100.0%	0.00	756,911.12	756,911.12	100.0%
Total Debt Service	3,751,823.55	3,430,722.98	(321,100.58)	(9.4%)	35,322,015.36	25,556,617.41	(9,765,397.95)	(38.2%)
<b>Other Requirements</b>								
Workers' Compensation	38,282.00	39,060.00	778.00	2.0%	382,820.00	390,613.00	7,793.00	2.0%
Citywide Administrative Support	479,138.00	470,465.00	(8,673.00)	(1.8%)	4,791,380.00	4,704,662.00	(86,718.00)	(1.8%)
Communications & Technology Mgmt	151,494.00	156,780.00	5,286.00	3.4%	1,514,940.00	1,567,786.00	52,846.00	3.4%
Accrued Payroll	29,542.58	39,956.50	10,413.92	26.1%	295,425.83	399,565.00	104,139.17	26.1%
Operating Reserve	0.00	246,200.00	246,200.00	100.0%	0.00	2,462,000.00	2,462,000.00	100.0%
CTECC	17,126.00	17,670.00	544.00	3.1%	171,260.00	176,726.00	5,466.00	3.1%
Trunked Radio Allocation	26,436.00	25,130.00	(1,306.00)	(5.2%)	264,360.00	251,289.00	(13,071.00)	(5.2%)
Public Works Capital Projects Mgmt Fund	283,281.00	182,960.00	(100,321.00)	(54.8%)	2,832,810.00	1,829,602.00	(1,003,208.00)	(54.8%)
Total Other Requirements	1,025,299.58	1,178,221.50	152,921.92	13.0%	10,252,995.83	11,782,243.00	1,529,247.17	13.0%
<b>Total Requirements</b>	11,183,697.55	12,948,801.07	1,765,103.51	13.6%	127,438,820.77	118,236,234.61	(9,202,586.16)	(7.6%)
<b>SURPLUS (DEFICIT) OF TOTAL AVAILABLE FUNDS OVER TOTAL REQUIREMENTS</b>	<b>\$ (2,088,585.40)</b>	<b>\$ 4,187,884.93</b>	<b>\$ (6,276,470.33)</b>	<b>(149.9%)</b>	<b>\$ (3,161,250.30)</b>	<b>\$ 33,970,069.45</b>	<b>\$ (37,131,319.75)</b>	<b>(109.3%)</b>
CARES Act Reimbursement (Parking)	(844,866.91)	0.00	844,866.91	N/A	(2,588,455.04)	0.00	2,588,455.04	N/A
CARES Act Reimbursement (Debt Service)	0.00	0.00	0.00	N/A	(3,647,209.80)	0.00	3,647,209.80	N/A
Total CARES Act	(844,866.91)	0.00	844,866.91	N/A	(6,235,664.84)	0.00	6,235,664.84	N/A
<b>TOTAL SURPLUS (DEFICIT) AFTER CARES ACT</b>	<b>\$ (1,243,718.49)</b>	<b>\$ 4,187,884.93</b>	<b>\$ (5,431,603.42)</b>	<b>(129.7%)</b>	<b>\$ 3,074,414.54</b>	<b>\$ 33,970,069.45</b>	<b>\$ (30,895,654.91)</b>	<b>(90.9%)</b>

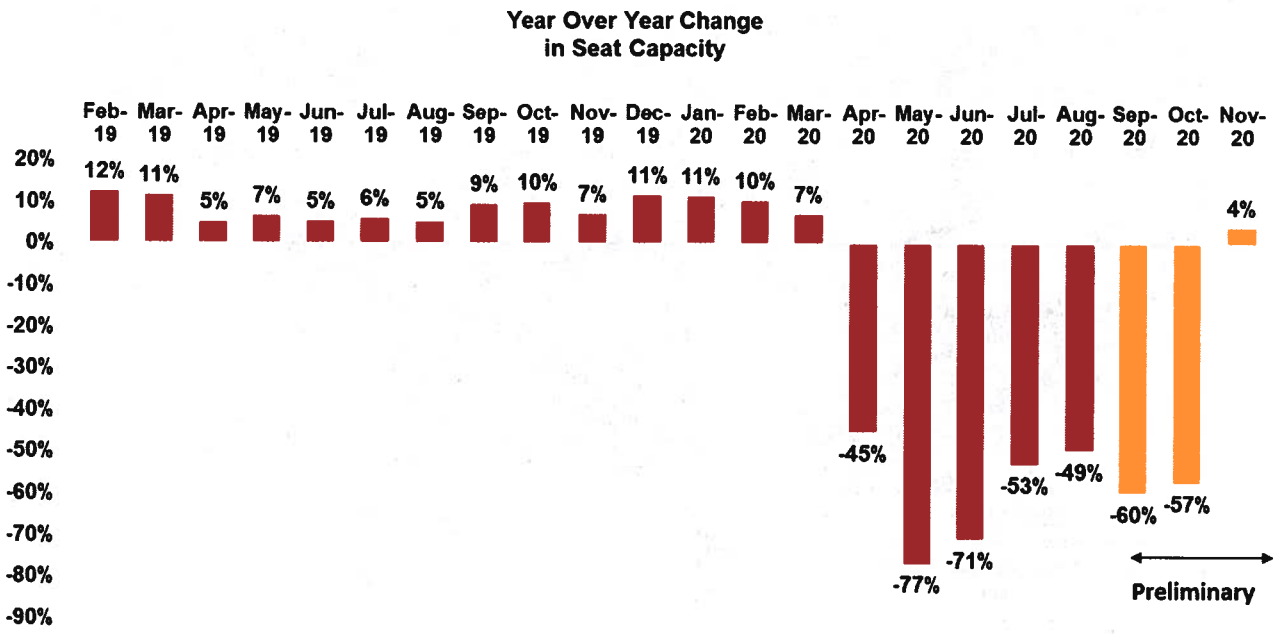
Note: Columns may not add to totals shown because of rounding

# September 2020 Air Service Snapshot

## Presented by Jamy Kazanoff, AUS Air Service

After years of record growth, all carriers significantly reduced capacity at all U.S. airports, including AUS, in April and May of 2020, owing to Covid-19. Since then, carriers have slowly reinstated some capacity.

The chart below shows the peak of capacity cuts: in May 2020, AUS monthly seat capacity was down 77% compared to May 2019. Each month since May 2020 has seen slight improvement (*note that September, October and November 2020 figures are preliminary as carriers are adjusting close-in schedules*).



### International flights significantly affected

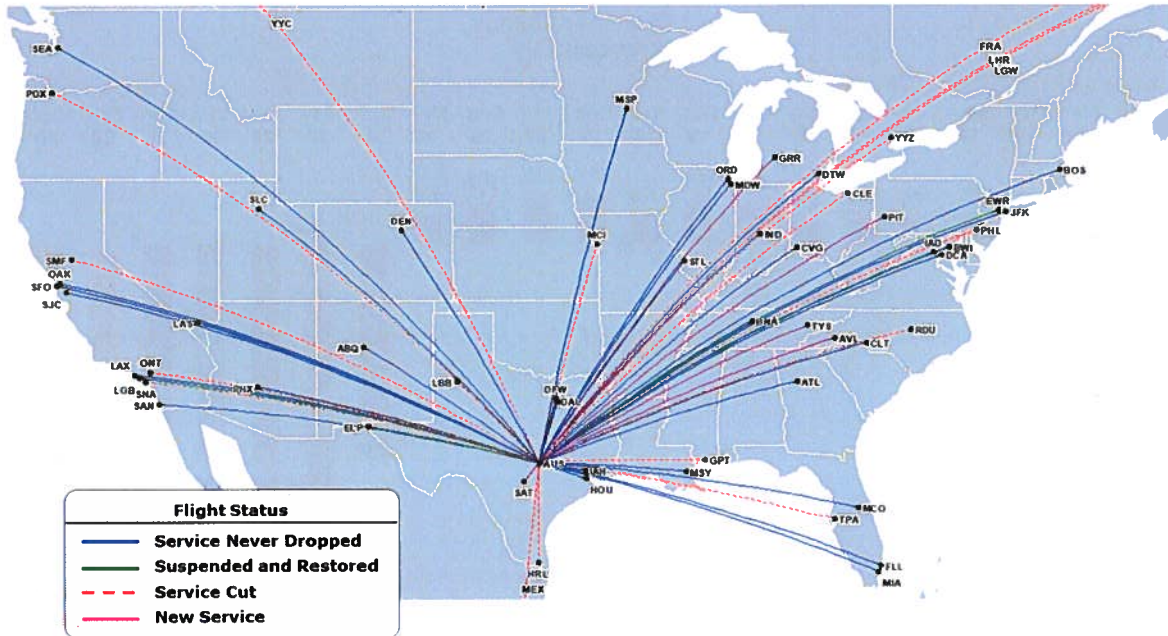
All of AUS's international destinations were suspended due to border closures/government restrictions or sharp drops in demand (Calgary, Frankfurt, London, Mexico City and Toronto). Moreover international long hauls by KLM to Amsterdam and by Norwegian to Paris slated for a May 2020 start did not occur.

### Domestic service suspensions include the following categories:

- Larger airports to which service is expected to be reinstated (Philadelphia, Raleigh/Durham, Tampa)
- Temporary suspensions of Southwest markets (Harlingen, Kansas City, Lubbock, Sacramento)
- Possible longer-term suspensions to secondary airports (Orange County and Ontario in the L.A. Basin)
- Non-COVID related discontinuations (Cleveland, Gulfport)

In contrast, Allegiant added several new destinations in Summer 2020 to AUS: Ashville, Grand Rapids and Knoxville.

The map below provides a summary of service changes at AUS between **September 2019 and September 2020**.



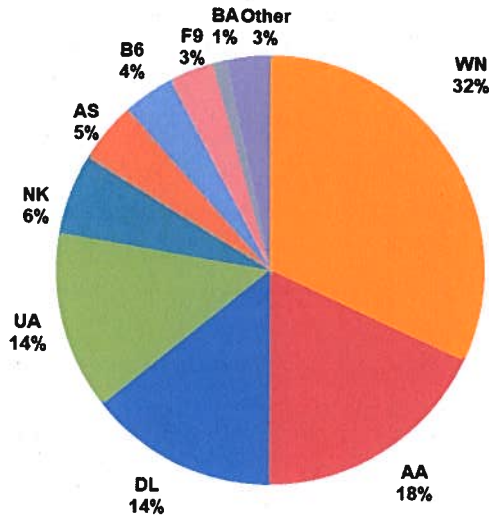
**Leisure Travel Trends**

Low cost carriers are adding back capacity slightly faster than legacy carriers (September seat capacity is down 61% YOY for low cost carriers and down 66% for legacy carriers). Southwest seat share went from 32% in the pre-COVID schedules to 41% now. Low cost carriers now account for 52% of AUS domestic seat capacity, up 4 percentage points from pre-COVID schedules.

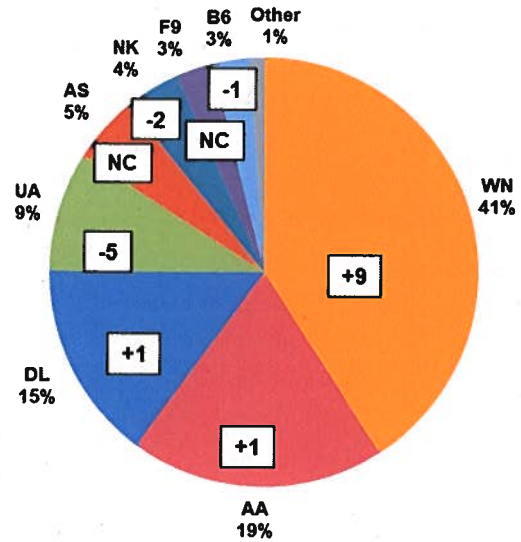
Of the legacy carriers, United cut the most capacity, down 78% YOY. American, Alaska and Delta are each down 62-63%.



**AUS Seat Share**  
September 2020 as *PLANNED*



**AUS Seat Share**  
September 2020 as *CURRENTLY FILED*



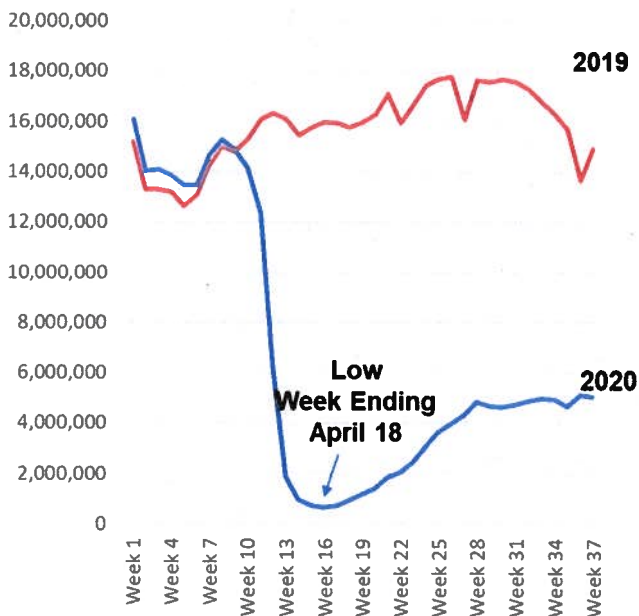
**Point Change**

**TSA Throughput Measure**

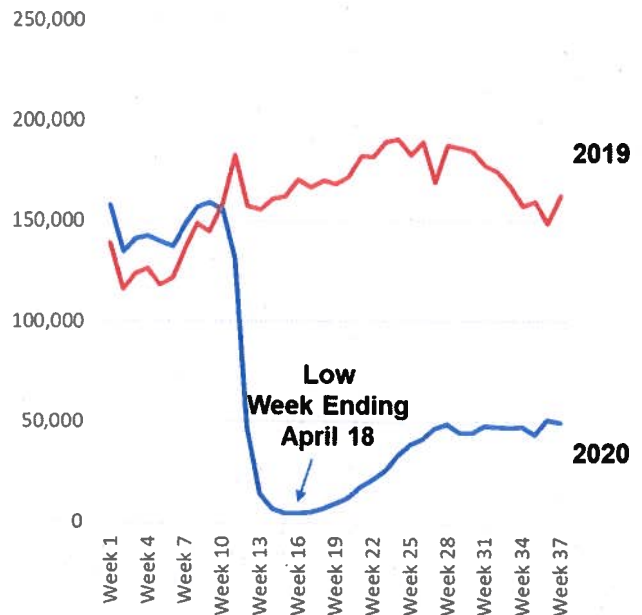
TSA throughput can be used to assess passenger trends. Both the U.S. total and AUS reached the low point of traffic the week of April 18, 2020. During this time, throughput was down 96%-97% compared to the same week in 2019 for the U.S. and AUS, respectively. Since the week of April 18, throughput gradually increased in the U.S. and at AUS. That positive trend plateaued in mid-July as some cities and states implemented quarantine requirements for visitors. AUS's current trends are within 1 or 2 points under the national average.

**TSA Throughput for the Week Ending April 18 (Week 1) through Week Ending September 12 (Week 37)**

**Total U.S.**



**AUS**





## MEMORANDUM

TO: Airport Advisory Commissioners

FROM: Shane Harbinson, Aviation Department, Deputy Chief

DATE: September 21, 2020

SUBJECT: FAA Airport Improvement Program Grant Award 2020

The Federal Aviation Administration (FAA) Airport Improvement Program (AIP) provides grants to public sponsors for the planning and development of public-use airports that are included in the National Plan of Integrated Airport Systems (NPIAS). The NPIAS promotes fair air trade services through-out the national and international aviation system.

**Austin 2020 FAA Grant info:**

Austin-Bergstrom International Airport (AUS) has been awarded a **\$11,681,493 multi-year AIP grant** to fund projects to improve the Terminal Building; the grant is primarily earmarked for the baggage handling system upgrades, and terminal systems to improve airline processes at AUS.

Airports can receive a certain amount of AIP entitlement funding each year based on passenger and cargo activity levels and project need. Projects related to revenue-generating improvements are typically not eligible for FAA grant funding. Under the AIP grant allocation system, airport safety and security projects are accorded the highest priority in AIP investments. They are followed in order of priority by projects that (1) preserve the existing airport infrastructure, (2) mitigate noise and other environmental effects, (3) bring airports into compliance with standards, and (4) increase airport system capacity.

**PROJECT: Improve Terminal Building**

**Project Objective:**

To implement terminal improvements to modify and rehabilitate the AUS terminal building; including upgrading the baggage handling system (BHS) which will modernize existing baggage systems, renew the BHS logic controls, improve the airline ticketing and checked bag processes, and provide a “smart control systems”, and provide a BHS design for the long-term terminal expansion to support the 2040 Master Plan.

**Benefits Anticipated:**

The most notable benefit of the program will be terminal improvements to increase baggage screening reliability. Without renewing and upgrading the BHS, AUS will be unable to meet air carrier demands for the additional flights, which are needed to manage the forecasted increased in passengers and baggage. Added benefits will include a much more maintainable and reliable baggage system for AUS, which will include efficiency features to lower energy consumption and reduce wear and tear on mechanical systems. Additionally, improvement and modernize the airlines checked baggage and ticketing operations.

#### Approach:

AUS initially developed a BHS Design Criteria Manual (DCM) to establish passenger & baggage forecast demand levels for certain planning horizons, including high-level BHS and facility design requirements. AUS awarded a Design-Build team to further refine and advance the DCM and conduct the preferred alternatives analysis requirement. Given current Aviation conditions and preparing for the long-term future, the D-B team is evaluating long-term impacts on carrier passenger volume and will follow the TSA required submittals to include the necessary methods & documentation as per the current TSA standards (PGDS V7.0). The DB team will carry out the detailed design activities, related to the long-term terminal expansion, and then construct and commission test the BHS system.

#### **Airport Grant Obligations**

Airports sponsors who accept a FAA grant offer are also accepting conditions and obligations associated with the grant (grant assurances). These include obligations to operate and maintain the airport in a safe and serviceable condition, not grant exclusive rights, mitigate hazards to airspace, and use airport revenue properly.

The grant assurances appear either in the application for FAA federal assistance and become part of the final grant offer or in restrictive covenants to property deeds. The FAA's compliance program ensures airport sponsors comply with the federal obligations they assume when they accept FAA grant funds or the transfer of federal property for airport purposes. The program serves to protect the public interest in civil aviation and ensure compliance with applicable Federal laws, FAA rules, and policies.

The following list includes some of the major obligations an airport owner can incur when accepting a FAA grant:

- Self-sustainability
- Use of airport revenue-airport revenue is allocated back to the airport
- Prohibition of exclusive rights
- Proper maintenance and operation of airport facilities
- Protection of runway approaches
- Keeping good title of airport property
- Compatible land use zoning around the airport

- Availability of fair and reasonable terms without unjust discrimination
- Adhering to the approved airport layout plan
- Sale or disposal of federally acquired property
- Preserving rights and powers
- Using acceptable accounting and record-keeping systems
- Compliance with civil rights requirements

AUS development and maintenance requires consideration of a number of factors; they include: construct and expand airport facilities, maintain existing infrastructure, available land and facilities, airport obligation compliance, financial resources and sustainability. The award and use of FAA grants is significant for airport capital development and managing these important factors.



## MEMORANDUM

TO: Airport Advisory Commissioners

FROM: Mookie Patel, Chief Business and Finance Officer

DATE: September 25, 2020

SUBJECT: Concessionaire Relief Update

The following brief explains the challenges and the complexities of our concessions program and the approach the department took in the past several weeks to evaluate our budget and apply any remaining funds to assist with financial relief for the tenants in the program. We have attempted to describe the multiple variants based on contractual terms and we happy to follow up with additional clarification if needed.

Background:

At the onset of the traffic decline, the Department took significant steps to reduce our operating budget by removing most of our temp labor, freezing job openings and overtime reductions/elimination where prudent. We eliminated budgets for all avoidable expenditures and mitigated or deferred capital outlay as much as possible. It was only after these measures were materialized in conjunction with our growing debt obligations for the terminal expansion, when the Department was able to calculate relief options for our many tenants, all of whom requested relief for many months previous. The departments' goal was a wait and evaluate approach to the pandemic as we weighed our options.

- The Department used the Cares Act Funds over FY20 and FY21 for expense reimbursements and to meet our debt service rate covenants leaving limited funds to share with our tenants.
- The prioritization for the relief accounted for contract obligations whereby the Department was required to take deductions in rent/fee obligations based on contract language and then focus on parity to the extent possible for those tenants that saw the largest impact from the passenger decline.

Contract Revenue Obligations/ Financial relief Offered:

The following were the basic categories for vendor agreements.

- 1) Contracts with a Minimum Annual Guaranteed Concession Fee (MAGCF) reduction clause that is triggered if passenger traffic declines by 25% or more in a contract year - this language was in most of the Food, Beverage, Retail agreements)
    - 1a) Contracts with a MAGCF reduction clause that is triggered if passenger traffic declines by 25% or more in a contract year as measured against a specified year – this language pertained only to the advertising agreement.
    - 1b) Contracts with a discretionary Director MAGCF abatement clause that is triggered if passenger traffic declines by 25% during any 3 consecutive reporting months against the same 3 consecutive months of the preceding contract year –this language only applied to the rental car agreements.
  - 2) Contracts with no MAGCF reduction clause (concession agreements prior to 2017)
  - 3) Contracts with a MAG reduction clause but are not eligible due to a MAGCF floor – this language is in the two large Paradies and Delaware North 2017 agreements
- The relief granted is as follows:
- 1) percentage fees paid only from April to September with a true up at the end of the contract year with the reduced MAGCF and If the Federal government provides grants in aid that are to be applied to provide financial relief to Concessionaire at the Airport, the difference between (x) the MAGCF that would have been due for the April to September period (y) the Percentage Concession Fees paid during the same Period (the “Foregone Amount”) shall be credited to AUS from any such Federal grant funds, to the extent permitted by applicable law.
  - 1a) percentage fees paid only from April to September with NO true up at the end of the contract year and If the Federal government provides grants in aid that are to be applied to provide financial relief to Concessionaire at the Airport, the difference between (x) the MAGCF that would have been due for the April to September Period and (y) the Percentage Concession Fees paid during the same Period (the “Foregone Amount”) shall be credited to AUS from any such Federal grant funds, to the extent permitted by applicable law.
  - 1b) 10 weeks of MAGCF credit and If the Federal government provides grants in aid that are to be applied to provide financial relief to Concessionaire at the Airport, the difference between (x) the MAGCF that would have been due for the Duration Period and (y) the Percentage Concession Fees paid during the Duration Period (the “Foregone Amount”) shall be credited to AUS from any such Federal grant funds, to the extent permitted by applicable law.
  - 2) percentage fees paid only from April to September with NO true up at the end of the contract year and If the Federal government provides grants in aid that are to be applied to provide financial relief to Concessionaire at the Airport, the difference between (x) the MAGCF that would have been due

for the April to September Period and (y) the Percentage Concession Fees paid during the same Period (the "Foregone Amount") shall be credited to AUS from any such Federal grant funds, to the extent permitted by applicable law.

- 3) percentage fees paid only from April to September with no true up at the end of the contract year and If the Federal government provides grants in aid that are to be applied to provide financial relief to Concessionaire at the Airport, the difference between (x) the MAGCF that would have been due for the April to September Period and (y) the Percentage Concession Fees paid during the same period (the "Foregone Amount") shall be credited to AUS from any such Federal grant funds, to the extent permitted by applicable law.

Summary:

Aside from follow up conversations with two large concession tenants about the third year MAGCF obligations, and the rental car tenant's disappointment in the amount of relief, all of our tenants have returned signed documents acknowledging the program and have been very appreciative of the response.

For those that have partnerships in the ACDBE program were also notified in the letter agreement that the department expected the rent relief to be shared with their ACDBE partners. We have informed all of our concession partners that should any future version of a Cares Act be approved by the Federal government, that it would be the only source of rent relief in upcoming budget year as we are challenged with passenger projections and revenue to hit our debt obligations.

**Posting Language**

Authorize award of a multi-term contract with Swarco Reflex LLC, to provide reflective glass beads, for up to five years for a total contract amount not to exceed \$497,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D of Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods required for this solicitation, there were no subcontracting opportunities therefore, no subcontracting goals were established).

**Lead Department**

Purchasing Office.

**Client Department(s)**

Aviation.

**Fiscal Note**

Funding in the amount of \$13,814 is available in the Fiscal Year 2019-2020 Operating Budget of Aviation. Funding for the remaining contract term is contingent upon available funding in future budgets.

**Purchasing Language:**

The Purchasing Office issued an Invitation for Bids (IFB) 8100 BJT1015 for these goods. The solicitation issued on May 4, 2020 and it closed on May 28, 2020. Of the four offers received, the recommended contractor submitted the lowest responsive offer. A complete solicitation package, including a tabulation of the bids received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](#).

**Prior Council Action:****For More Information:**

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov](mailto:AgendaOffice@austintexas.gov)

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Bartley Tyler, at 512-974-2023 or [Bartley.Tyler@austintexas.gov](mailto:Bartley.Tyler@austintexas.gov).

**Council Committee, Boards and Commission Action:**

August 11, 2020 - To be reviewed by the Airport Advisory Commission.

**Additional Backup Information:**

The contract will provide reflective glass beads to be used in accordance with Federal Aviation Administration (FAA) part 139 rules and regulations for the airfield and roadway markings at Austin-Bergstrom International Airport (AUS). This contract will ensure that AUS has a stable, reliable contractor that is compliant with FAA and Transportation Security Administration regulations.



This contract will replace the previous contract that expired October 17, 2019. The requested authorization amount was determined based on Aviation's projected workload over the next several years, which also allows for additional runways and roads that the airport has planned to add due to growth and expansions. If the City is unable to secure this contract, the department will be forced to procure these items on an as-needed basis, which may result in higher prices.

The recommended contractor is not the current provider for these goods.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	3 yrs.	\$283,725
Optional Extension 1	1 yr.	\$106,637
Optional Extension 2	1 yr.	\$106,638
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$497,000</b>

**Note:** Contract Authorization amounts are based on the City's estimated annual usage.

**Strategic Outcome(s):**

Mobility.



## MEMORANDUM

TO: Airport Advisory Commissionaires

FROM: Jacqueline Yaft, Chief Executive Officer, Aviation Department

DATE: September 25, 2020

SUBJECT: Glass Bead Contract – Item 20-2799

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### **Background:**

This contract will provide reflective glass beads to be used, in accordance with Federal Aviation Administration (FAA) part 139 rules and regulations, for the airfield and roadway markings at Austin-Bergstrom International Airport (AUS). This contract will ensure that AUS has a stable, reliable contractor that is compliant with FAA and Transportation Security Administration regulations.

This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D of Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods required for this solicitation, there were no subcontracting opportunities therefore, no subcontracting goals were established.

This contract will replace the previous contract that expired October 17, 2019. The requested authorization amount was determined last year (08/19) based on Aviation's projected workload over the next several years, which also allows for additional runways and roads that the airport has planned to add due to growth and expansions. In the previous contract, bids were based on 300 Type I and 300 Type III bags per year and proposed contract is for bids based on 500 Type I and 500 Type III bags per year. Vendors base their response to solicitations on the information provided (500 Type I and 500 Type III bags per year) offering the best price based on volume and quantity, thus ultimately giving the best budgetary costs to the department. We are in essence locking in a price point.

The not to exceed amount provides the Department of Aviation the spending authority to make purchases over the life of the contract without performing separate solicitations. Spending authority is likened to a line of credit and does not result in a budgetary impact until there is an operational need to purchase the product.

We have good internal controls in place to monitor how much we are spending on beads. This contract will ensure that AUS has a stable and reliable contractor that is compliant with regulations and will provide the lowest price.

**Recommendation:**

We appreciate your support in our efforts to balance the economic hardships at AUS due to COVID and helping staff to monitor budgetary expenses while maintaining the safety of AUS and our FAA operating certification.

AUS staff recommendation is for ACC approval of this item to move forward to Council agenda.

RCA for glass beads will go on the 10/15 Council Agenda once formally approved by ACC. Authorize award of a multi-term contract with Swarco Reflex LLC, to provide reflective glass beads, for up to five years for a total contract amount not to exceed \$497,000.

If you have additional inquiries, you may contact Tracy Thompson, Chief Administration and External Affairs Officer at [tracy.thompson@austintexas.gov](mailto:tracy.thompson@austintexas.gov) or (214) 287-812

**Posting Language**

Approve a resolution declaring the City of Austin's official intent to reimburse itself from revenue bonds in an amount not to exceed \$26,900,000 for Austin-Bergstrom International Airport capital improvements.

**Lead Department**

Aviation

**Fiscal Note**

A fiscal note is attached.

**For More Information:**

Rajeev Thomas, Interim Deputy Chief of Finance, 512-530-2463

**Council Committee, Boards and Commission Action:**

To be reviewed by the Airport Advisory Commission on September 8, 2020.

**Additional Backup Information:**

The Aviation Department requests approval, in accordance with Federal Treasury Regulations, of a resolution officially declaring the City's intent to reimburse construction and other related costs of improvements to Austin-Bergstrom International Airport improvements.

A city must have budgeted for and provided a source of funds in order to enter into a contract. For the City to spend money today, but reimburse itself from the issuance of debt obligations in the future, a reimbursement resolution is required by state and federal law. The resolution must contain certain information to protect the tax-exempt status of the future debt obligation. The resolution must be approved not more than 60 days after the date that the expenditure to be reimbursed is paid. Failure to adopt an official intent will prohibit the City from reimbursing the costs with the proceeds of tax-exempt obligations. Reimbursement bonds generally must be issued no later than 18 months after the later of, the date the expenditure was paid, or the date that the project, with respect to which the expenditure was made, is placed in service.

**Strategic Outcome(s):**

Mobility.

## FISCAL NOTE

**Item 20-2897**  
10/1/20  
Aviation

**DATE OF COUNCIL CONSIDERATION:**

**CONTACT DEPARTMENT(S):**

**SUBJECT:** Approve a resolution declaring the City of Austin's official intent to reimburse itself from revenue bonds in an amount not to exceed \$26,900,000 for Austin Bergstrom International Airport improvements.

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Estimated Debt Service	\$0	\$0	\$1,345,000	\$1,345,000	\$1,805,000

**ANALYSIS / ADDITIONAL INFORMATION:** This action expresses City Council's intent to authorize the reimbursement of costs associated with FY 2020-21 Capital Budget items for Aviation revenue bonds.

**Item 20-2897**

Approve a resolution declaring the City of Austin's official intent to reimburse itself from revenue bonds in an amount not to exceed \$26,900,000 for Austin-Bergstrom International Airport improvements.

**Item description**

This \$26.9M in appropriation represents amounts for projects as detailed below:

Elevator Refurbishment	\$2,950,000
Asphalt and Concrete Indefinite Delivery (IDIQ)	200,000
Cargo Facility Expansion	20,000,000
New or Rehabilitated Austin Energy Substation	3,000,000
Shared Use Equipment Replacement	250,000
Consolidated Maintenance Complex Technology Components	500,000
<b>Total</b>	<b>\$26,900,000</b>

**History**

Appropriation amounts associated with the above-mentioned projects were initially included in the Airport's CIP budget submittal. As the Airport continues to monitor and revise its CIP plan, project spending/funding continues to change. While the Airport does not intend to issue debt related to this \$26.9M in appropriation in FY21, the Airport would like to maintain maximum flexibility by requesting a reimbursement resolution for this appropriation amount to be able to reimburse construction and other related costs of improvements when debt is ultimately issued.

For the City to spend money today, but reimburse itself from the issuance of debt obligations in the future, a reimbursement resolution is required by state and federal law. The resolution must contain certain information to protect the tax-exempt status of the future issuance. The resolution must be passed not more than 60 days after the date that the cost to be reimbursed is paid. Failure to adopt a qualified declaration of official intent will prohibit the City from reimbursing the costs with the proceeds of tax exempt obligations. Reimbursement bonds generally must be issued no later than 18 months after the later of, the date the expenditure was made, or the date that the project, with respect to which the expenditure was made, is placed in service.

**Posting Language**

Authorize award of a multi-term contract with AGSA LLC D/B/A/PAGE GSE, to provide parts for ground power unit equipment for passenger boarding bridges, for up to five years for a total contract amount not to exceed \$501,970.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

**Lead Department**

Purchasing Office.

**Client Department(s)**

Aviation.

**Fiscal Note**

Funding in the amount of \$90,844 is available in the Fiscal Year 2020-2021 Operating Budget of Aviation. Funding for the remaining contract term is contingent upon available funding in future budgets.

**Purchasing Language:**

The Purchasing Office issued an Invitation for Bids (IFB) 8100 DCM1029 for these goods. The solicitation issued on June 15, 2020 and it closed on July 9, 2020. Of the two offers received, the recommended contractor submitted the lowest responsive offer. A complete solicitation package, including a tabulation of the bids received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](#).

**Prior Council Action:****For More Information:**

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov](mailto:AgendaOffice@austintexas.gov)

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Diana McIntosh, at 512-974-2034 or [Diana.McIntosh@austintexas.gov](mailto:Diana.McIntosh@austintexas.gov).

**Council Committee, Boards and Commission Action:**

September 8, 2020 – To be reviewed by the Airport Advisory Commission.

**Additional Backup Information:**

The contract is for original manufacturer equipment parts for the ground power unit (GPU) used for passenger boarding bridges at the Austin-Bergstrom International Airport (AUS). The AUS terminal currently has 32 passenger boarding bridges that are equipped with a Hobart 400 Hz ground power unit that utilizes the J&B Aviation cable assembly to provide temporary electrical power to the docked aircraft during passenger boarding and un-boarding operations. Using GPU's eliminates the use of onboard aircraft jet

powered units that increase transportation emissions. This contract will allow AUS to purchase the necessary repair and replacement parts for the ongoing maintenance and repair activities for this specialized equipment.

The recommended contractor is not the current provider for these goods. The current contract for these goods expires on October 20, 2020.

Failure to have these replacement parts on hand and immediately available to repair the GPU will have a negative impact on airport operations, service to the travelling public and the City's sustainability initiatives.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	3 yrs.	\$286,386
Optional Extension 1	1 yr.	\$105,163
Optional Extension 2	1 yr.	\$110,421
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$501,970</b>

**Note:** Contract Authorization amounts are based on the City's estimated annual usage.

**Strategic Outcome(s):**

Mobility; Health and Environment.



**Item No. 20-2951**

Authorize award of a multi-term contract with AGSA LLC D/B/A Page GSE, to provide parts for the ground power unit (GPU) equipment for the passenger boarding bridges, for up to five years for a total contract amount not to exceed \$501,970.

**Item description**

This parts agreement will primarily be focused on the ongoing effort to supply specialized parts for the airport's Ground Power Units. The agreement provides the GPU Cables, Contact Sections and Dust Caps to maintain an onsite inventory to support our in-house maintenance and repair activities.

**History**

AUS operates 34 passenger-boarding bridges (PBBs) that are equipped with a Hobart or Jetway 400 Hz Ground Power Unit that utilizes the J&B Aviation cable assembly and contact sections. These components are connected to a docked aircraft to provide temporary electrical power during passenger boarding and un-boarding operations. Each 400 Hz electrical ground power unit is critical to assuring the high aircraft turnaround rates required to maintain the air-carrier flight schedule, and ensures all aircraft systems are operational while docked at an AUS gate. Having a parts agreement available is essential to ensuring the Ground Power Units can continue to operate and meet aircraft turnaround rates and provide critical services to the airlines and our traveling public. The use of GPU's eliminates the use of onboard aircraft jet powered units that increase transportation emissions.

**Controversial Concerns/Protest**

Believe this item will be on consent. This is a highly specialized airport/airline system and the number of vendors that provide replacement parts is limited, even on a nationwide availability. Not aware of any filed protest.

This mission critical parts agreement is a budgeted item in the airline cost centers in the Aviation Department's annual O&M budget.

**DRAFT Council Mandate as discussed by the Austin Airport Advisory Commission  
September, 2020**

1. The Austin Airport Advisory Board (AAB) reviews, assesses and makes recommendations to Austin City Council concerning the Austin-Bergstrom International Airport (AUS):

- Capital improvement projects,
- Proposed aviation grants,
- Proposed aviation contracts,
- Annual operating budgets, and
- Quality of services and customer experience.

2. In its recommendations, AAB ensures consistency with good business practices, integrity and the values of the City of Austin and AUS, including:

- Safety,
- Public service & engagement,
- Responsibility & accountability,
- Innovation & sustainability,
- Diversity & inclusion, and
- Ethics & integrity.

3. The AAB advises and offers help to solve problems and advance the mission and initiatives of AUS.

4. The AAB brings citizen input to the airport leadership and engages community stakeholders as needed to promote public awareness and good decision making.

5. The AAB facilitates and promotes communication between the AUS staff and Austin City Council.

6. In all their work, members of the AAB advocate the interests of the airport's customers, City of Austin citizens, and the Austin City Council.

\*In various documents this advisory body is called a commission, in other documents it is called a board. We recommend Austin Airport Advisory Board as the official name of this advisory body.