

**GREENVILLE-SPARTANBURG AIRPORT
COMMISSION MINUTES
JANUARY 27, 2014**

The Greenville-Spartanburg Airport Commission met on January 27, 2014 at 9:00 a.m. in the Greenville-Spartanburg Airport District Office Conference Room C located at 2000 GSP Drive, Suite 1, Greer, SC 29651.

MEMBERS PRESENT: Minor Shaw, Bill Barnet, Leland Burch, Valerie Miller, and Doug Smith. Hank Ramella present via conference call.

STAFF AND LEGAL COUNSEL PRESENT: Dave Edwards-President/CEO. Kevin Howell-Vice President/COO, Jack Murrin-Vice President Administration and Finance/CFO, Rosylin Weston-Vice President Marketing and Public Relations, Scott Carr-Director of Properties and Development, Dan Ingram-IT Manager, Richard Piper-Director of Facilities, Alan Sistare-Fire Chief, Bobby Welborn-Police Chief, and Wanda Jones-Secretary.

Larry Estridge, Legal Counsel WCSR, was present via conference call.

GUEST PRESENT: Nat King-GSP/Jacobs, Jeff Clemens-Skanska Moss, Don Warren-Skanska-Moss, Joe O-Neil-Skanska-Moss, Jeff Vinkovich-Skanska-Moss, Dennis Wiehl-Mead&Hunt, and Jim Fair-Greertoday.com.

CALL TO ORDER: Chair Minor Shaw called the meeting to order at 9:00 a.m.

CONSENT AGENDA:

- A. Approval of the Greenville-Spartanburg Airport Commission November 25, 2013 Regular Meeting Minutes.

A motion was made, seconded, and unanimous vote received to approve the minutes from the November 25, 2013 Commission Meeting.

- B. Approval of the Strategic Business Plan Workshop December 10, 2013 Meeting Minutes.

A motion was made, seconded, and unanimous vote received to approve the minutes from the December 10, 2013 Strategic Business Plan Workshop.

- C. Approval of the Greenville-Spartanburg Airport Commission January 8, 2014 Special Meeting Minutes.

A motion was made, seconded, and unanimous vote received to approve the Special Meeting Minutes.

PRESENTATIONS:

A. GSP Airport Safety Overview.

Mr. Howell discussed General Public/Passenger Safety, Tenant/Tenant Employee Safety, Airport District Employee Safety, and Construction/Project Safety. Mr. King discussed Jacobs Health, Safety and Environment Program. Jeff Clemens discussed Skanska-Moss's safety commitment. After a brief discussion, the decision was made to include all incidents in the monthly Wingspan report.

PRESIDENT/CEO REPORT:

A. Aviation Industry Update:

Mr. Edwards stated the US Airways and American merger continues to move forward with some airports beginning to see consolidation. GSP will be one of the last airports to see consolidation. Due to the merger, seventeen (17) cities lost service to Regan International Airport, GSP did not lose service.

Southwest/Air Tran has announced that the Air Tran tail will completely go away by the end of 2014.

The Airport Improvement Program (AIP) has been fully funded for fiscal year 2014 from a Federal standpoint which also includes Air Traffic Control Towers. GSP is on the radar to receive an additional two (2) million dollars of discretionary money for trench drain replacement this year. Work on the final grant process is in progress.

Customs and Border Control is being funded at the highest level ever. International travelers should be able to get back into the United States more swiftly than before by having the Customs and Border Control fully staffed.

A final decision has been made that TSA is responsible for Exit Lane Staffing.

B. Airport Rules and Regulations – Concession Agreements:

Mr. Edwards passed out the section about Customer Service from the Airport Rules and Regulations – Concession Agreements, which states tenants are required at all times to abide by the Airport District's Rules and Regulations. Part of Mr. Carr's duties is to help administer the tenant agreements. Since his arrival in November, he has spent a great deal of time with the tenants. Chair Shaw asked what the process is concerning complaints. Ms. Weston stated if she receives a complaint concerning a tenant she will get with the correct manager and ask that the manager reach out to the customer to try to resolve the issue. She also asks to be included in the correspondence so she knows some communication has taken place. After a brief discussion, a decision was made to track complaints and provide the Commission a tabulation in the monthly report.

C. Luggage Cart Data:

Mr. Edwards stated that the luggage carts were installed due to a direct response from customers. Customers voiced their desire for luggage carts in the Quarterly Customer Survey. During the previous six (6) months, approximately 2,600 luggage carts were rented. The provision of luggage carts is a great customer service tool.

COMMISSION MEMBER REPORTS:

Ms. Miller asked to cover the Boyd Report, attached in the Board Package (Aviation in 2014: Ten Disruptive Realities – Adapt, Accept & Optimize. Or Fall Behind) and Customer Service in the Strategic Business Plan Workshop. Mr. Edwards stated if anyone would like to cover any topic to let him know in advance so Staff can make sure the item is on the agenda.

ADJOURNMENT:

There being no further business, a motion was made, seconded and adopted to go into Executive Session to discuss legal matters at 10:55 a.m. At approximately 12:00 p.m. public session resumed with no further business being discussed. The meeting was adjourned at 12:01 p.m.