New Hanover County
Airport Authority

REGULAR PUBLIC MEETING

Wednesday
March 2, 2016

5:00 PM
ILM Executive Conference Room

New Hanover County Airport Authority
Regular Public Meeting Agenda
March 2, 2016
5:00 PM

- Call to Order/Code of Ethics Clause
- Approval of Minutes - Tab 1
- Public Comments (Limited to 3 Minutes)
- Committee Reports
  - Facilities - Tab 2
  - Finance - Tab 3
  - General Aviation - Tab 4
  - Government & PGA Golf - Tab 5
  - Human Resources - Tab 6
  - Marketing - Tab 7
  - Planning & Development/Terminal Exp.- Tab 8
- Operations Report - Tab 9
- Director's Report - Tab 10
- Unfinished Business - Tab 11
- New Business
- Adjournment

New Hanover County Airport Authority
Code of Ethics
Adopted 9/2/2015

In accordance with the New Hanover County Board of Commissioners Resolution Adopting a Code of Ethics, as adopted on January 5, 2015, it is the duty of all County boards and committees to respect and abide by the New Hanover County Code of Ethics in the performance of their duties.

More specifically all Airport Authority members should:

1. obey all applicable laws;
2. uphold the integrity and independence of the Authority;
3. avoid impropriety;
4. faithfully perform the duties of the office; and,
5. conduct the affairs of the Authority in an open and public manner.

It is further the duty of every Authority member to avoid both conflicts of interest and appearances of conflicts. Does any member have any known conflict of interest or appearance of conflict with respect to any matters coming before the Authority today? If so, please identify the conflict or appearance of conflict and refrain from any undue participation in the particular matter involved.

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Tab 1
Approval of Minutes

The Authority has been provided copies of the minutes for the February 3, 2016 Regular Public Meeting and the February 15, 2016 Special Meeting.

Committee Reports

Committee	Airport Authority Member	Staff Member
Facilities/Tab 2	John Perritt	Whitney Prease
Finance/Tab 3	Dan Hickman Carter Lambeth	Bob Campbell Julie Wilsey
General Aviation/Tab 4	Carter Lambeth John Perritt Tom Wolfe	Gary Broughton
Government & PGA Golf/Tab 5	Donna Girardot John Perritt	Gary Broughton Julie Wilsey
Human Resources/Tab 6	Dan Hickman Tom Wolfe	Julie Wilsey
Marketing & Aviation Day/Tab 7	Tom Barber	Julie Wilsey Gary Broughton
Planning & Development/ Terminal Expansion/Tab 8	Tom Barber Tom Wolfe	Julie Wilsey Whitney Prease

Tab 2
Facilities

- ## Action Items

a. **Taxiway A South, E, F, and N Lighting Rehabilitation Project –** Approve a contract with Cedar Peaks Enterprises, Inc. in the amount of $271,170.00. This project is being funded by a NCDOA 90/10 grant. The construction contract time is 75 calendar days, including night work.

b. **Work Authorization Taxiway A South, E, F, and N Lighting Rehabilitation Project –** Approve a work authorization with Talbert & Bright for Construction Administration, Subconsultant Electrical Engineering Services, Limited Periodic On-Site Observation Services and Limited Subconsultant Quality Assurance Testing Services. Staff recommends approval of $26,090.00 contingent upon NCDOA review.

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Tab 2
Facilities (cont.)

- **Information Items**

a. **North Ramp GA Rehabilitation** - Trader Construction is behind schedule on the concrete paving and final grading. The rest of the work in the project is substantially complete and was completed under budget. Contract time ended on Feb. 24th; based on contractor's current schedule, the project will be completed the first week of April, 43 days over the contract time. The Contractor is currently compiling information to support his request for a contract time extension due to weather impacts. Based on how the contractor progresses with the work over the next 2-3 weeks, TBI will be preparing a request for extended construction admin and QA testing services, as well as reviewing Contractor's time extension request.

b. **ILM Flex Space** – Paving is complete at the Flex Space Facility and electrical power service installed by Duke Progress.

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Tab 3
Finance

- **Monthly Financials**

  a. **January Cash Report and Summary of Accounts** (Agenda pages 17 & 18)

  b. **January Financials** (Agenda pages 19-34)

- **Action Items - None**
- **Information Items - None**

Cash Report

January 31, 2016

Beginning Balance		$ 9,044,649.03
Receipts		
General Operating Account Receipts	797,391.74	
Business Park Ops Checking Acct Transfer	290,000.00	
Business Park Money Rate Svgs Acct Receipts	711,469.07	
Federal Projects Account Receipts	806,133.26	
Business Park Money Rate Svgs Acct Interest	2.82	
Money Rate Savings Account Interest	17.54	
Investment Account Interest	904.81	
Total Receipts		$ 2,605,919.24
Disbursements		
General Operating Account A/P	1,109,106.10	
General Operating Account Payroll	130,356.06	
Business Park Operations Checking A/P	279,647.19	
Business Park Money Rate Svgs Acct Transfer	294,000.00	
Federal Projects A/P	806,133.26	
Total Disbursements		$ 2,619,242.61
Ending Balance *		$ 9,031,325.66

*Note: Excludes $2,690,437.96 Maintenance Development and Repair Reserve;
$4,000,000.00 Operational Reserve, PFC or CFC Fund Balances;
$ 248,289.41 CD @ Live Oak Bank, matures 8/29/2016.

Federal Project payment processing required $83,378.26 from ILM General Oper Acct

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Summary of Accounts

January 31, 2016

Account Balances	
General Operating Account	$ 9,384,503.09
Business Park Operations Checking Account	14,116.47
Business Park Money Rate Svgs Account	565,321.25
Federal Projects Account	500.00
Money Market Account	2,070,647.72
Investment Account	3,685,675.09
Petty Cash	1,000.00
Sub-Total	$ 15,721,763.62
Less Reserves:	
Maintenance & Development (Restricted)	2,690,437.96
Operational (Restricted)	4,000,000.00
Total	$ 9,031,325.66
PFC Money Rate Svgs Acct (Restricted)	$ 2,665,252.21
CFC Money Rate Svgs Acct (Restricted)	$ 2,635,877.62
CFC Checking Account (Restricted)	$ 8,231.38

Tab 4
General Aviation

- **Action Items - None**
- **Information Items - None**

Tab 5
Government & PGA Golf

- **Action Items – None**

- **Information Items**

a. AAAE Washington Conference (March 15-16) – We plan to attend the conference and make appointments with our elected legislators to discuss aviation funding.

b. Annual Report to the County Commissioners is scheduled for Tuesday, April 26th at 7:30 am. We will also make a presentation in their regular meeting on May 16th at 9 am.

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Tab 6
Human Resources

- **Action Items - None**
- **Information Items - None**

Tab 7
Marketing

- **Action Items - None**
- **Information Items**

a. Implementing new Captive Portal Service for complimentary Wi-Fi. This new gateway for logging on to the customer Wi-Fi will allow for better reporting, survey questions, and more overall information about Wi-Fi usage.

b. 2nd eBlast went out to almost 4,000 subscribers with a 31% open rate. (Industry Standard is 18%)

c. Statistics Update: Facebook reached 19,888 likes. FlyILM.com website saw 41,390 visits in January.

Tab 8
Planning & Development/ Terminal Expansion

- **Action Items – None**
- **Information Items**

a. Introduction of Ms. Carol LeTellier, Director of Business Development and Marketing.

b. Flex Building – We are following up on all leads from the latest digital marketing campaign.

c. Biz Expo (March 30, 2016) – ILM will have a booth to promote Terminal Advertising, the ILM Business Park, and GA/Corporate development.

Tab 9
Operations Report

- **Action Items - None**
- **Information Items**

a. **PASSENGERS:**
   - Total revenue passengers for January were 54,381 up 4.1%
   - January LF: 77%
   - February enplanements are tracking up approximately 4.3%

b. **JANUARY CAPACITY:**
   - 36,120 available seats… up 6.5% vs. 2015

c. **FUEL:**
   - Jet A: $3.75
     Foreflight: **Amber**
   - Avgas: $4.42
     Foreflight: **Amber**

d. **FUEL FLOWAGE:**
   - January 2016: 131,583 gallons down 38.3% vs. January 2015

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Tab 10
Director's Report

- **Action Items - None**
- **Information Items**

a. Air Service Development
   - Mead & Hunt Conference March 30-April 1

b. 2016 Goals (Agenda pages 42-43)

c. March & April Calendars
   (Agenda pages 44-45)

2016 Goals

1. Exceed revenue enplanements, cargo enplanements, and other key metrics from CY15.

Critical Success Factors
Exceed CY15 revenue enplanements of 386,034; CY11 (best year) = 390,903.
Exceed CY15 enplaned cargo of 1,548,586; CY12 (best year) = 1,550,357.
Exceed CY15 operations of 47,917; CY13 = 52,560.

2. Increase tenants and revenue in ILM Business Park.

Critical Success Factors
Maintain 95% or higher occupancy in landside facilities.
Secure tenants for the new 10,000 SF flex building.

3. Create a thorough knowledge of the airport complex to ensure optimal customer service across all employee groups.

Critical Success Factors
Provide thorough and ongoing orientation and training that allows quick recall and directions throughout the airport campus.
Ensure a thorough working knowledge of employee specific job function as well as understanding of other department duties and roles.
Complete required ANTN computer training modules on customer service and job specific topics.

4. Develop and achieve a favorable budget for FY17. Specifically be plus or minus 8% for expenses and revenue.

Critical Success Factors
Improve cost center accounting to identify areas of improvement.
Track expenses by department to increase awareness of operating costs.
Improve safety awareness to reduce expenses caused by injuries and property damage.
Keep overtime below the budgeted amount.

5. Implement innovative measures to increase efficiency, improve customer satisfaction, ensure safety/security, or reduce operating costs.

Critical Success Factors
Install LED fixtures and track cost savings for utility bills.
Implement a computerized Part 139 program.
Expand the paperless initiative in more areas and quantify the cost savings.
Employees at all levels submit suggestions to management that benefit operational efficiency.

6. Maintain a strategic plan for capital investments and expansion of airport facilities.

Critical Success Factors
Maintain FAA ACIP to maximize funding opportunities and discretionary grants.
Develop a capital plan for reinvesting/maintaining non-AIP eligible infrastructure such as parking lots and business park facilities.
Develop a financing plan for the Terminal Expansion Program.

7. Increase terminal revenue by 5% over FY15.

Critical Success Factors
Maintain 95% or better rental on Terminal advertising.
Identify new advertisers who have the same customer demographic as ILM.
Increase terminal advertising opportunities or concession sales with innovative concepts.

8. Improve General Aviation at ILM.

Critical Success Factors
Support public partnerships, special GA events, and marketing efforts to bring aviators to ILM.
Develop a plan to accommodate visitors and participants for the 2017 PGA event.
Identify cost efficient facility improvements, programs, and service offerings for GA activities.
Continue to build infrastructure on the North Ramp per the GA Master Plan.

9. Increase training opportunities and develop a succession plan at all levels of the ILM team.

Critical Success Factors
Invest in department training to have the best trained employees.
Encourage individual employees to seek outside educational opportunities that will enhance ILM's capabilities.
Mentor employees who exhibit potential and provide opportunities to test their decision making or leadership abilities.

March

Sun	*Mon*	*Tue*	*Wed*	*Thu*	*Fri*	*Sat*
		1 7:30 am Leadership Meeting (JW)	**2** 3 pm – Flex Space Const. Mtg. (WP) 5 pm – AA Meeting Donna Girardot's Birthday	**3** 10 am-Ambassadors' Quarterly Meeting	**4** JW-On Call NCAA Board Meeting (GB)	**5**
6	**7**	**8** WILMA Luncheon (JW, DG, CL)	**9** EMC (JW) 10 am - TCC (WP)	**10** EMC (JW) 10 am-Tenants' Quarterly Meeting	**11** GB-On Call Memphis ADO Visit (WP)	**12**
13	**14**	**15** Legislative Conf. – DC (DG & JW)	**16** Legislative Conf. – DC (DG & JW) 3 pm – Flex Space Const. Mtg. (WP)	**17**	**18** WP-On Call	**19**
20	**21**	**22**	**23** 4 pm – TAC (DG)	**24** 8 am – United Way Board Meeting (JW) WDI Economic Series Lunch (CL)	**25** MF-On Call GOOD FRIDAY (Admin. Office Closed)	**26**
27	**28**	**29** John Perritt's Birthday	**30** 3 pm – Flex Space Const. Mtg. (WP) Mead & Hunt Air Service Conf. (JW) Biz Expo Booth	**31** Mead & Hunt Air Service Conf. (JW)	Mead & Hunt Air Service Conf. (JW)	

2016

April

Sun	*Mon*	*Tue*	*Wed*	*Thu*	*Fri*	*Sat*
					1 GT-On Call	**2**
3	**4**	**5** 7:30 am Leadership Meeting (JW)	**6** 5 pm – AA Meeting	**7** 7 am Kiwanis Speaker (JW)	**8** JW-On Call 11 – Azalea Festival Garden Party	**9**
10	**11** AAAE Airport Economic Development Conf & FBO Ownership Workshop (GB & CL)	**12** AAAE Airport Economic Development Conf & FBO Ownership Workshop (GB & CL)	**13** 10 am - TCC (WP)	**14**	**15** GB-On Call	**16**
17 NCAA Conference Wilmington, NC	**18** NCAA Conference Wilmington, NC	**19** NCAA Conference Wilmington, NC	**20**	**21**	**22** WP-On Call	**23**
24	**25** Dan Hickman's Birthday	**26** 7:30 am Annual Report to Commissioners at ILM	**27** 4 pm – TAC (DG)	**28** 8 am – United Way Board Meeting (JW)	**29** MF-On Call	**30**

2016

Tab 11

- Unfinished Business
- New Business
- Adjournment