



OKALOOSA COUNTY AVIATION BOARD MEETING AGENDA



Date and Time:

Monday, April 11, 2022 1:00 PM

Type:

REGULAR

Location:

DESTIN – FORT WALTON BEACH AIRPORT
ADMINISTRATIVE CONFERENCE ROOM
1701 STATE ROAD 85 N
EGLIN AFB, FL 32542

I. Prayer

II. Pledge of Allegiance

III. Public Comments

IV. Airports Update

Tracy Stage, Airports Director

- JUA/Slot Allocation Update
- Summer 2022 Focus

Mr. Greg D'Amron, Southeast Regional Director, Bags, Inc.

- New vendor presentation

V. OCAB Business Items

1. Review and approval of the February 14, 2022 OCAB Meeting Minutes

VI. Board Member Minute

VII. Public Comments

VIII. Adjourn Meeting

IX. Concourse C Tour – Chad Rogers, Airports Deputy Director

- Please wear tennis shoes or covered toes shoes. Hard hats will be provided.

Okaloosa County adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to this meeting upon request. Please call the Airport Director's Office at (850) 651-7160 X 4 to make a request. For Hearing Impaired, Dial 1-800-955-8771 (TDD), and 1-800-955-8770 (Voice). Requests must be received at least 48 hours in advance of the meeting in order for Okaloosa County to provide the requested service. This meeting was publicly noticed on March 28, 2022.

Meeting Minutes
Okaloosa County Aviation Board

Monday, April 11, 2022

1:00 PM

Board Members in Attendance:

Seat 1 Mr. Dick Russell	Seat 2 BG Robert Buhrow
Seat 3 Mr. Don Harrington	Seat 4 Mr. Chip Cook (Chair)
Seat 5 Lt Gen Mike Wooley	Seat 6 Lt Gen Gordon Fornell
Seat 7 Dr. Richard P. Hallion (Vice)	Seat 8 Commissioner Carolyn Ketchel

Visitors in Attendance:

Mr. Craig Coffey
Ms. Lynn Hoshihara (Zoom)
Mr. Greg D'Amron
Mr. Matthew Keogan

Chair Cook opened the meeting at 1:00 PM

Opening Prayer by Lt Gen Mike Wooley

Pledge of Allegiance led by Chair Cook

Public Comments –None

Airports Update – Mr. Tracy Stage

Mr. Stage shared his presentation. *See Slides*

Last year was incredibly challenging, right on the heels of Covid-19, being one of the most popular tourist destinations we handled nearly 2 million passengers. In 2021 we were able to accommodate everyone but the demand was high on the airport and we had many temporary solutions. Expansion designs in process for baggage claim, wearing masks and lines, not enough rental cars, hard to get employees, needing to double and triple numbers through TSA checkpoints were all challenges.

This season we are focused 100% on customer service and the PASSENGER EXPERIENCE.

We have had our eye on the future and what we needed to do for the future of the airport.

One of those future plans was the Joint Use Agreement (JUA). As of Jan 4, 2022, the JUA was signed and executed. There have been numerous meetings held since that date with each airline to work on schedules to ensure compliance with the new slot allocation set by the Air Force. We are now the world's only commercial service joint use part-139 scheduled facilitated slot-controlled airport in the world. We have plenty of slots and room for growth.

The carriers are facing significant challenges this summer season including pilot shortages.

We will soon have the new Concourse C which will have 5 brand new gates and a total of 7 TSA checkpoints. The facilities and concession spaces are all going to be there to help create a great passenger experience.

Crowne Aviation is no longer with us. Today we want to introduce a new company called Bags.

Currently we have an amazing airport ambassador, Patrick Powell, who is an Okaloosa County employee. Mr. Powell has won awards, been featured in the news and will always be our #1 ambassador but we are happy to welcome a team from Bags into our airport. This team will be introducing a new level of professionalism and standards. We are excited to start this new partnership with the Bags company.

Mr. Stage introduces Greg D'Amron and Matthew Keogan with Bags.

Mr. Keogan-We are excited to join FWB! We are based in Orlando, Florida. We began 25 years ago as a valet company and have quickly expanded from there. We provide many services for conventions, hotels and airlines. We have approximately 16,000 employees and growing. We have a great number of sponsors and partnerships including 7 different airlines, Walmart, Kohls, etc. (see slides).

Our company provides a specialized service called Remote Airline Check-in, we are the only company in the world certified by TSA to provide this service.

We will provide many services here at VPS including Springshot wheelchair services, baggage handling, airport ambassadors and more.

Lt Gen Wooley-Do you have any third-party baggage handling, like FedEx or UPS?

Mr. Matthew Keogan-The VPS process can do that.

We are also going to be doing the Exit Lane monitoring, the ambassadors (the focal point of customer service).

Our look is something we pride ourselves on, we work with a vendor called Cintas to achieve our look. We have the logos on the front and back. We will be showing you that next.

The 3 uniform styles were modeled highlighting differences between job titles and functionality.

Commissioner Ketchel-Will we have curbside assistance?

Mr. Stage-We have curbside assistance now but the extra level we will pilot it.

Commissioner Ketchel-We should try it, especially the summer months.

Commissioner Ketchel-(addressed the employee modeling one of the uniforms)

Will you wear your hair up to see the words on the back of the uniform?

Mr. D'Amron-Yes, she will.

Lt Gen Fornell-Could you describe your interface between the airline reservation system and your employees to meet people at the curb through the airline process end to end? In other airports during the pandemic there has been an absolute shortage of wheelchair pushers.

Mr. D'Amron-That's where our Springshot technology provider comes in. Springshot will get the data feed directly from the reservation system and when you arrive that day the reservation will be on the

daily list of those needing a wheelchair. In addition, we will have an area for those waiting to be serviced that didn't prearrange. This area will be right in front of the ticket counters.

Lt Gen Fornell-How about a collection of wheel chairs in our airport?

Mr. D'Amron-I brought a sample of one today that we will use. These wheelchairs stack nice and neatly. We do have a live feed so we will stage the wheelchairs and help with organization.

Mr. Chip Cook-The Bags facilities on-site, how do they handle that? Break rooms, etc.?

Mr. Stage-There will be break areas for the Bags employees but employees will be very actively working. We will be at a whole new operational level in 2022. I am proud to have Bags here with us.

Commissioner Ketchel-Do the wheelchairs have a place for the legs and feet?

Yes

Commissioner Ketchel- Can you accommodate a child as well as an obese person?

Yes, it can accommodate up to 600 pounds. On the back of each chair there will be a plate with the Bags logo. We will be doing trainings next week on the wheelchair processes with employees.

Commissioner Ketchel-For the parking lot is there an app or something to communicate from the curb?

Mr. D'Amron-The curbside assistant will be available and will communicate needs.

Mr. Cook-I appreciate the work you all are doing. Our airport is such a different experience than other airports and it sounds like your business will enhance it. I hope you can articulate to your employees how special it is to work here.

Commissioner Ketchel-You will be there "director of first impressions."

Mr. Stage-Commissioner Ketchel wanted to highlight the Doolittle Raiders Final Goblet Ceremony. *See Slide. Mr. Stage read a piece he wrote about the Doolittle history.*

On Monday there will be 2 significant Doolittle events, the final ceremony and the flyover. It is supposed to be the largest flyover in Okaloosa County. There is a tentative schedule of events in your folders.

Concourse C Tour *See Slides*

Within just 5 years Allegiant has grown at our airport from 2 cities to 38 cities. Allegiant has brought tremendous growth to Okaloosa County. Under Chad's leadership in capital projects we have been doing amazing things. There has been a shortage of supplies, employees etc. but it is coming together. Our expansion began in 2018 and I can't wait for you to see it! You will also get an opportunity to see one of the promises we made to Eglin-our new Ground Control Tower. We are going to physically control our ramp. Our relationship with Eglin couldn't be stronger. We have the JUA until 2061 and we will be in compliance every day-every hour-every second.

We got this plaque recognizing the work on the JUA. We will be hanging the plaque in the lobby.

Lt Gen Fornell-Many years ago there was a project several of us discussed. I would like us to keep it in mind for down the road.

Mr. Stage-We are moving forward this summer with some additional parking. Would love for us to move forward with some of those other plans.

Chair Cook made a motion to approve the minutes from the April 11, 2021 meeting.

RESULT:	Meeting Minutes from the 04/11/2021 meeting were approved.
MOVER:	Lt Gen Gordon Fornell, Seat 6
SECONDER:	Gen Mike Wooley, Seat 5
AYES:	Unanimous

Comments

Commissioner Ketchel-This is such an unbelievable Board and staff. I am so proud of the airport.

Adjourned Meeting at 2:07 pm

APPROVED:

By: _____



Name: Mr. Chip Cook

Title: Chairman

Date: _____

6/13/2022

APPROVED:

By: _____



Name: Tracy Stage, A.A.E.

Title: Airports Director

Date: _____

6.13.22

*These minutes are a summation of the meeting.