

MEETING NOTES:

Project Number: RS&H 210-000-5000

Meeting Date: September 28, 2017

Meeting Place: International Room, Gerald R. Ford International Airport (GFIA)

Participants: Master Plan Update Advisory Committee (MPAC)

Subject: Fourth Meeting

The following is a summary of the Fourth Master Plan Update Advisory Committee Meeting:

- Roy Hawkins, Airport Planning Engineer, welcomed all in attendance and began the meeting with introductions. Mr. Hawkins and master plan consultants – Jeffrey Mishler, Gary Logston, Kevin Ashton, and Delia Chi, of RS&H, Inc. – conducted the meeting.
- Mr. Hawkins thanked everyone for attending and stressed the importance of their participation in the Master Plan Update process. The majority of members were in attendance including representatives from federal, state, and local agencies and other stakeholders – FAA, U.S. Customs & Border Protection, TSA, MDOT-Aeronautics, MDOT-Highways, Grand Valley Metro Council, Kent County Road Commission, and the City of Kentwood. Others stakeholders included representatives for the airlines, The Right Place, rental car agencies, concessionaires, corporate tenants, the West Michigan Aviation Academy, and members of the GFIAA Staff. Meeting attendees were encouraged to provide comments and ask questions during the presentation.
- This MPAC meeting was the fourth of six meetings that are scheduled to occur over the master plan update process. This meeting focused on alternatives for future airport development. The fifth meeting is tentatively scheduled for the December/January time frame to finalize alternatives and identify preferred concepts.
- A PowerPoint presentation consisting of the following six agenda items was discussed with the MPAC: Review of Previous Work, Ultimate Land Use Plan, Terminal Options, Landside Options, Airfield and Other Airport Facility Options, and Master Plan Update Next Steps.
- The presentation generated significant discussion and questions pertaining to the alternatives for future airport development. A summary of this discussion and questions follows:
 - A question was asked about secondary airport access point from Interstate-96 not being shown on a presentation slide. We acknowledge the importance of that access point and it was subsequently added to the PowerPoint slide.

- A question was asked about traffic congestion and consideration of an additional airport access point on 36th Street. The team was asked if a tunnel under the airfield has been explored. A previous analysis indicated that most airport traffic originated in the vicinity of the airport from I-96 or M6 and accesses the airport from Patterson Avenue. The cost associated with a tunnel system under the runway system from 36th Street to the terminal core area was discussed. In addition to cost, security and through traffic were also major issues considered before the 36th Street access concept was dismissed. The team confirmed that additional access points are being explored for connections to Patterson Avenue to the west and Thornapple River Drive to the east.
- A comment was made regarding the number of airlines serving the Airport and how the number of gates shown in the Terminal Options slides were perhaps limited. The consultant explained that the plans indicate the peak hour requirements and that the number of gate positions available would be reviewed. Since the future scheduled was developed more toward accommodating a specific enplanement number as opposed to flights to a specific airline, it was determined that the number of flights were sufficient to accommodate forecast passengers.
- A comment was made about the Airport's Strategic Vision and its goal of expanding its direct air service to other destinations. The Airport's Strategic Vision states: "To be a global leader recognized for customer excellence, safety, and innovation." The consultant added to the conversation and explained that the Master Plan Update is based on trigger points in order to address expansion, as necessary.
- A question was asked regarding future ticketing and baggage space about whether or not the ticketing lobby will be affected given the current trend in electronic ticketing. The next phase of the alternatives analysis will delve into a recommended solution. The consultant acknowledged that electronic ticketing technologies are being considered as part of the recommended solution.
- A comment was made about the trend in check-ins and it being inadequate as more airport users are using their mobile phones for boarding, decreasing the need for ticket kiosks. Therefore, a single bag drop may serve 2-3 airlines. These trends are being considered in evaluating alternatives. The consultant also noted that about 20% of Airport users are now using cell phones for checking in.
- A question was asked about whether or not rental car services provided sufficient revenue compared to parking. "Is it practical for the Airport to relocate car rental services in order to acquire space for parking?" While both rental car services and parking are heavily utilized, the revenues were not analyzed. However, from a customer service perspective, it was important that the rental car area stay near the terminal. Furthermore, a relocated Air Traffic Control Tower (ATCT) would permit additional structured parking to be constructed to serve both rental car and patrons. It was requested that the team consider the cost perspective of both, in order to expand the customer service area for rental car services and address associated queuing and circulation.

- A question was asked about giving up prime parking area to alleviate terminal area traffic congestion by relocating parking to off site. It was noted that people prefer parking close to the terminal area instead of using ride shuttles. The customer experience seems to be traded off if customer parking is relocated further away and could possibly be a reason for some customers to opt to use other airports in the area.
- A comment was made regarding customer preference to onsite car rentals. More customers chose airports where rental car services were on site rather than off site. It was noted that customer service will remain a priority as the airport's mission/vision is to enhance customer experience.
- The consultant noted the need for additional queuing at the rental car counters. A question was asked about whether customers bypassed the rental car customer service counters. It was noted that frequent rental car users are able to bypass the service counters. Rental car customer service counters will always be needed but are currently decreasing in size requirement. In addition, valet parking will also likely see an adjustment in demand.
- A question was asked about why the parking garage has six levels. Line-of-sight requirements for the existing Airport Traffic Control Tower (ATCT) limit the height of structured parking to a height equal to or lower than the height of the existing structure. A new ATCT located on the east side of the field would enable a six level structure to be constructed in the terminal core area. Therefore, if the current ATCT is relocated, then future parking structures can be higher.
- A question was asked about whether there were any plans for adding additional levels to the existing parking garage. There are no plans for adding additional levels to the existing structure.
- A comment was made regarding the future of autonomous vehicles and whether or not that trend poses a threat to vehicle parking projections. The use of autonomous vehicles was not factored into the analysis because autonomous vehicles are not anticipated to be a major factor within the 20 year plan. However, Uber type users were factored into projections. Additionally, rental car companies are carefully tracking demand due to services such as Uber and Lyft, collectively referred to as Traffic Network Companies (TNCs). It was noted that there has been a decrease in demand for one day rentals due to TNCs. It was recommended that this trend be closely monitored.
- A question was asked about whether the convenience of crossing the street to get to the rental car area instead of going off site offsets the impact of TNC's. It was commented that it is vital to research this trend and vehicle ownership since it is a large source of income for airports is parking. Having rental cars closer to the Airport is considered to be an important contribution to customer Level of Service.
- Airfield geometry was presented and a question was asked about the connection of the high speed exit taxiway from Runway 26L to the apron. The geometry of this intersection is under study and will be verified with the FAA. Direct connections from aprons to runways

no longer meets FAA standards. In addition, a comment was made about peak activity changes with the new airfield geometry and that it should be further reviewed.

- A question was asked about off-airport traffic impacts on Patterson and the surrounding street network system. It was requested that the team share their hourly traffic numbers on Oostema Boulevard. The requirements reflect peak spreading with two peaks in the future versus one today. While not a part of the master plan update, the Airport continues to work with the Kent County Road Commission, MDOT-Highways, and local municipalities to ensure an enhanced roadway network for all users. It is essential to determine Airport plans first in order to adequately work with surrounding communities and how they can accommodate what the Airport has planned.
- A question was made about a secondary road system. GFIA staff noted that previous studies show a road system from the north 36th Street interchange and that the road is not near capacity for peak hour. However, the location of the West Michigan Aviation Academy was not considered in the 2004 Master Plan.
- A comment was made about how the concepts presented do not reflect economic development opportunities in non-aeronautical areas. A study of non-aeronautical land uses is included in the Master Plan Study and will be discussed at the next Master Plan Advisory Committee meeting.
- A question was asked about the status/future of the Western Michigan Aviation Academy (WMAA). The Academy will work with the Airport to plan the Academy's future growth.
- A question was asked about whether the Airport had allocated space for accommodating additional aviation/corporate development. The Airport has reserved space for corporate development and several areas have been identified in the Master Plan Update.
- A comment was made about natural gas sites and the importance of remaining aware of existing capacity. It was requested that private utility companies remain aware of existing infrastructure and work together in order to be able to serve future development not only for the Airport but for the surrounding communities. GFIA Staff have and will continue to work with all utility companies serving the area.
- A statement was made about whether or not customer service should be added to the evaluation criteria list. While efficiency criteria does address customer service levels, customer service levels will be called out to underscore its importance. The category named "efficiency" was renamed "customer service level and efficiency" and the slide was modified. It was noted that the Mission and Vision Statement emphasizes the importance of the Level of Service and Customer Experience and should be included within the presentation.
- Presentations and meeting notes of previous meetings are available on the Master Plan Update website, gfia-master-plan-update.com, and will be updated as the Master Plan Update process continues.