



NORFOLK INTERNATIONAL AIRPORT

Norfolk International Airport Tenants Meeting Minutes

Wednesday, February 10, 2021
1:00 p.m.

The meeting of the Norfolk International Airport (NIA) Tenants Meeting was held on by conference call on Wednesday, February 10, 2021, at 1:00 p.m.
Mr. Steven Sterling, Deputy Executive Director for Administration and Operations presided. The meeting was recorded for notetaking by Sheri Watts.

Meeting Participants:

Mr. Jeffrey Bass, NAA Admin.	Mr. Dennis Blohm, HMS Host
Mr. Charles Braden, NAA Market Development	Mr. Cameron Cuthriell, SFS
Ms. Allie Dolsey, Enterprise	Chief Victor Duggar, NAA FD
Ms. Dale W. Edwards, TSA, DHS	Ms. April Fladeland, Hertz
Mr. Leonard Friddle, USO	Mr. Shaun Harding, Southwest
Mr. Jason Scott Hood, Frontier	Mr. Jeffrey Horowitz, TSA
Chief David Huffman	Ms. Kaedi Johnson, Allegiant
Mr. Charles Kline, Signature Flight	Mr. Ray Knichel, Signature Flight
Ms. Lisa Larion, Avis/Budget	Mr. Alex Malave, Hudson News
Mr. Nixon McCree, AA	Mr. Kevin McDaniel, Delta Airlines
Mr. Brandon Poarch, UPS	Mr. Steven Schell, NAA Operations
Mr. Steven Sterling, NAA Admin.	Ms. Cathy Sutherland, NAA Parking
Ms. Cynthia Valenzuela, Boutique Air	Dr. Shelia D. Ward, NAA Admin.

Welcome and Call to Order

Norfolk Airport Authority

Steven Sterling, Deputy Executive Director of Administration and Operations:

Coronavirus Update:

1. Transportation Security Administration (TSA): Effective Tuesday, February 2, 2021, TSA will comply with President Biden’s Executive Order, and the Center for Disease Control (CDC) mandate to wear a mask at TSA airport screening checkpoints and throughout the

commercial and public transportation systems. This new mandate will assist to prevent the further spread of COVID-19.

2. New Signage at Airport: New signage providing instruction on social distancing, hand hygiene, respiratory hygiene, and cough etiquette will be posted throughout the Airport reflecting the new Federal mandate. Also, the information will be posted on the Airport's website. To protect the health and welfare of passengers and guests, the Authority is distributing cloth masks at the Information Desk. If Tenants would like masks to distribute, please contact the Market Development Department.
3. Reporting Employee Positive Cases: Tenants should notify Mr. Sterling of any employees who test positive for COVID-19. Be sure to maintain confidentiality by not providing their names.
4. COVID-19 Vaccinations: The Virginia Department of Health requested a roster of employees at the Airport who would like to be vaccinated. Your roster should be submitted to Rose Iervolino by email to riervolino@norfolkairport.com with a copy to Mr. Sterling. They will submit the names to the VDH. Also, Mr. Sterling recommended registering at your home city's health department as well and pursue the first opportunity that arises.

Burger King Re-Opening Update: Mr. Sterling reported that he anticipates the re-opening of Burger King sometime in March 2021.

Shelia D. Ward, Director of Operations:

Annual Wildlife Training: The virtual Annual Wildlife Training will be held on April 21, 2021, at 10:00 a.m. A Save-The-Date notice will be emailed with further information.

Deicing Reports: Dr. Ward expressed her appreciation for the Committee submitting their deicing reports timely and accurately. If anyone needs assistance, please contact Dr. Ward.

Wildlife Manual Update: Dr. Ward reported that Operations has completed the update to the Wildlife Manual and the manual has been submitted to the FAA for approval. Once the updated manual has been approved, copies will be forwarded to those to whom it applies.

Jeff Bass, Director of Facilities:

Domestic Waterline Replacement Project: The purpose of the project is to replace the waterline in the terminal building. Conquest, the contractor, has begun the preliminary work in the basement. The majority of the work will be done at night. The project will start at the Allegiant counter and the dog park areas. Mr. Bass will keep the Committee apprised of any water outages and project progress.

Taxiway C Update: The south side of Taxi Way C has been completed. The project is underway for the northside rehab. The design for the northside is underway which will be conducted in phases to ensure operations are not impeded. The bid for the project is scheduled to be posted sometime in May 2021. Preliminary drawings will be available in March 2021. The Airlines and the Tower will be informed of the construction schedule to ensure operations are not disrupted.

Concourse Apron Ramp Rehabilitation Project: The contract has been finalized for all concrete slabs to be repaired for gates outside the movement area. The start of the project has been pushed back for a month. The concrete schedule will be shared to ensure operations are not impacted.

Charles Braden, Market Development: Nothing to Report

Cathy Sutherland, Parking Administrator:

New Parking System Rollout: Ms. Sutherland stated that 800 parking badges have been issued. If any Tenants have not submitted their employee parking roster and parking agreement, please do so immediately.

When submitting the parking roster and parking agreements be sure:

- The names on the roster and agreement are the same.
- To put the documents in alpha order.
- Do not wait to submit the documents for those employees who are on furlough or traveling. Partial submissions are accepted.

Ms. Sutherland requested that Tenant managers and employees familiarize themselves with the parking instructional diagram.

Steven Schell, Operation Supervisor:

Wildlife Hazards: Mr. Schell requested that Tenants continue to report any wildlife that poses a hazard to equipment or personnel to the Operations Department.

Rubber Removal: The rubber removal project was completed a day early. A friction test will be conducted this week. The results will be available shortly after.

Safety Reminder: Mr. Schell strongly encouraged Tenants to remind their employees not to use the vehicle ramps as a pedestrian walkway. Only walking along the wall and the stairs behind the security booth is the safest way to get up and down the ramp area.

David Huffman, Chief, NAA Police Department

10% SIDA Audit: Chief Huffman thanked those who contributed to the SIDA Audit.

New Police Personnel: Officers Robert Williams and Ashley Williams have been added to the NAA Police Department.

Victor Duggar, Chief, NAA Fire Department:

Fire Prevention: Chief Duggar invited Deputy Chief Evans to address fire prevention at the Airport. Deputy Chief Evans reported that Officer Blane Lorson is working on his certification to become a Fire Marshall. Until then, the Fire Department personnel will be available to address any questions or issues regarding the fire code. Once Officer Lorson completes his certification, for the safety of the Airport, its guests, and personnel, inspections will be conducted.

Airlines:

In addition to the normal report, Mr. Sterling requested each Airline provide feedback or questions regarding the Winter Operations Meeting and the De-Icing Operations. Also, Mr. Sterling commended Mr. Schell on his roundtable presentation and the link he created to the Homeland Information Security Network (HISN). Another meeting will be scheduled to discuss the de-icing process at a later date and time.

John Couri, General Manager, United Airlines: Mr. Couri stated that the recent winter storm was very tricky with the wind. He added during the de-icing process, there weren't clear parking markings that added to the confusion.

Kevin McDaniel, Station Manager, Delta Airlines: Mr. McDaniel had nothing to report regarding operations; however, he stated that the de-icing process needs to be more organized.

Jason Scott Hood, Performance Manager, Frontier Airlines: Mr. Hood reported Frontier Airlines did not have any flights during inclement weather; however, he was impressed with the presentation

Ms. Kaedi Johnson, Allegiant:

Ms. Johnson reported beginning March 11, Fort Lauderdale and Jacksonville flights will be extended. No flights were available; therefore, de-icing was not needed.

Cameron Cuthriell, General Manager, Signature Flight Support: Nothing to Report

Nixon McCree, Station Manager, American Airlines:

Mr. McCree reported that flight operations were steady. During March 2021, there will be some departure changes. He added that he was impressed with the roundtable discussion provided by Mr. Schell. Mr. McCree stated that the de-icing process needs to be more organized. Finally, he announced that Mr. Robert Cox from PSA will no longer be with Norfolk. He has been promoted and will be relocated to Charlotte, NC. Mr. McCree wanted to express his gratitude to the NAA Fire Department for their recovery assistance on January 28.

Shaun Harding, Station Manager, Southwest Airlines:

Mr. Harding reported that the roundtable discussion was helpful and informative. Also, he was able to access the link to the HISN website created by Operations. He remarked that the site was easy to navigate. Finally, Mr. Harding noted that the organization during the de-icing process needs improvement.

Cynthia Valenzuela, Boutique:

Ms. Valenzuela reported that Boutique has temporarily suspended flights from Norfolk until the middle of March 2021.

Ray Knichel, Signature Flight Support: Regarding Operations, Mr. Knichel did not have a report. Mr. Knichel wanted to express his appreciation to the Snow Sweeper Trucks for their service during the snowstorm.

Transportation Security Administration:

Jeffrey Horowitz, Station Manager, Federal Security Director, Transportation Security Administration:

Operations: Mr. Horowitz reported no issues or complaints and operations have been running smoothly. If anyone has any concerns, please address them to him.

Rental Car Enterprises:

Allie Dolsey, Enterprise: Recently open National booth full time. AVIS is working to secure staff for the Spring and Summer Seasons.

April Fladeland, Hertz: Ms. Fladeland reported that business is doing well. They are working to secure staff for the Spring and Summer Seasons.

Lisa Larion, Avis/Budget: Ms. Larion reported that business is picking up. They are working to secure staff for the Spring and Summer Seasons.

Restaurants, Stores, Hospitality, etc.:

Leonard Friddle, Director, USO:

Mr. Friddle wanted to thank the Parking Department personnel for their efforts to ensure a smooth rollout of the new parking system.

Alex Malave, Manager, Hudson News:

Mr. Malave had nothing new to report regard store openings. Airport employees will receive 20% off merchandise. Also, the store has 50% purchase options as well.

Brandon Poarch, Norfolk Gateway Supervisor, UPS: Mr. Poarch wanted to thank Operations and Signature Flights for their assistance during the winter storm. On the morning of Saturday, February 13, 2021, UPS is expecting an airbus; therefore, they will be working during the morning hours to unload.

Meeting Adjournment:

There being no further business to come before the Committee, Mr. Sterling adjourned the meeting at 1:46 p.m.