



Memorandum

TO: BUILDING STRONG
NEIGHBORHOODS COMMITTEE

FROM: William F. Sherry, A.A.E.

SUBJECT: SEE BELOW

DATE: March 10, 2006

Approved

Date

INFORMATION

SUBJECT: QUARTERLY REPORT OF THE AIRPORT NEIGHBORHOOD SERVICES GROUP (ANSG)

This report covers the advocacy and outreach activities of the Airport Neighborhood Services Group (ANSG) for the months of **October, November and December 2005**.

Responses to Customer Concerns

Airport Customer Service and Community Liaisons responded to 51 customer concerns during the months of October, November, and December 2005. The major areas of concern included Parking Control (15.6%), Rental Car System (11.7%) and security checkpoints (9.8%). Each of the concerns were researched and resolved as follows:

Issue: Concerns related to Parking Control were primarily caused by congested curbside pick up areas. With increased holiday traffic, cars were unable to remain curbside and wait for their arriving party. Instead many drivers were asked to circle the Airport roadway until their arriving party was at the curbside area with their baggage.

Resolution: The Airport continues to promote the cell phone waiting area and conducts regular customer service and safety training classes for its Parking Control Officers. Additionally, during peak travel times Parking Control Officers distribute Airport Roadway Navigation Cards. These cards were designed for passenger convenience, and have an illustrated map of parking and waiting options.

Issue: Rental Car System concerns were focused on rental car shuttle service, including wait times, frequency, overcrowded buses and the limited assistance available to passengers loading or off-loading baggage.

Resolution: ShuttlePort operates the rental car shuttle service under a contract paid for by the rental car companies through the collection of fees added to rental car contracts. A decrease in the number of rental car contracts over the past several years has reduced the level of funding available to operate the busing system. Airport staff continually works with ShuttlePort to adjust schedules in order to provide adequate service levels.

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Construction activity has increased the time it takes to get to and from the Rental Car Area. Upon receipt of a shuttle service complaint, Airport staff researches the incident and implements a proper course of action. Airport staff and ShuttlePort then provide a follow-up letter to the customer.

Issue: Security Checkpoint complaints were primarily related to passengers not understanding verbal directions for divestiture, long lines, and lengthy wait times due to increased holiday traffic.

Resolution: Airport Customer Service has been working with TSA and the contracted line control agents to communicate these concerns immediately upon receipt. New Airport divestiture videos help familiarize passengers waiting in line on security checkpoint procedures. The Airport Signage Group is working on the development of multi-language signage that will assist non-English speaking Airport visitors. The complaints regarding the lengthy wait times are researched and passengers are being advised as to any issues that may impact their waiting time.

Total Number of concerns received and resolved:

- ❑ October - 22
- ❑ November - 14
- ❑ December - 15

Proactive Customer Service Efforts

Airport staff continues to track customer inquiries and concerns with an existing Excel spreadsheet system. Due to both budget constraints and staff changes, the development of a comprehensive database as recommended in the Adopted Audit of the Airport Neighborhood Services Group continues to be delayed. However, some initial steps have been taken to explore in-house options within the Airport's Information Services department.

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Responses to Noise Related Concerns

During the fourth quarter 2005, the Noise Section received and followed-up on 303 community concerns, an increase of 94 from the same quarter last year. This increase was attributed to an increase in General Aviation complaints and a decrease in intrusion related complaints. It is significant to note that the majority of the complaints 281 were related to operations conducted during the normal operating day. Complaints received during normal operations are categorized as: "Loud", "Overflight", or "Frequent". Operations under these categories are commonly reports from residents in close proximity or underneath the established flight paths. Additionally, Loud and Overflight complaints received from the Willow Glen area are usually reported when an operator elects to fly a Visual Approach during clear weather conditions, or Southflow operations during inclement weather. These complaints have increased by 120 from the fourth quarter 2004. Intrusion related complaints were reduced by 2 from the previous year.

Among those expressing concerns, 26 calls were received from first-time callers a reduction of 28 from the previous quarter. The first-time callers were provided a follow-up letter and a *Frequently Asked Questions About Noise* brochure. A total of 74 callers requested a return telephone call, and 73 were responded to within one day. All callers that did not request a return telephone call were provided a postcard reply as confirmation of the receipt of their concern.

More detailed information regarding noise complaints and their resolution is provided in the Airport's Monthly Noise Report.

Noise Complaint Summary

	OCT. 2005	NOV. 2005	DEC. 2005	TOTAL	OCT. – DEC. 2004
TOTAL COMPLAINTS	89	108	106	303	209
CURFEW INTRUSIONS	26	28	72*	126	139
INTRUSION RELATED COMPLAINTS	1	2	19	22	24
GENERAL AVIATION COMPLAINTS	28	36	21	85	46
TOTAL ENGINE RUN-UPS	0	9	11	20	20
RUN-UP RELATED COMPLAINTS	0	0	0	0	0
STAGE III BUSINESS TURBOJETS	202	162	141	505	335
STAGE III BTJ RELATED COMPLAINTS	14	14	13	41	28

* The significant increase from 28 intrusions in November to 72 in December is mainly attributable to bad weather patterns that began during December 2005, and are continuing through present.

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Community and Neighborhood Interaction

Highlights of activities of the Airport Neighborhood Services (ANSG) during the months of October, November and December include the following:

ANSG staff participated in seven community events, including the City Hall "Open House" celebration, a District 6 Community Neighborhood meeting, and the South Bay Islamic Council and the United Neighborhoods Annual Fall Conference both held in District 3.

The ANSG Ombudsperson, Jonnie Banks, met with Councilman Chuck Reed, District 4; Councilwoman Linda LeZotte, District 1; and Councilman Forrest Williams, District 2 to discuss Airport issues and/or concerns. Banks also assisted and accompanied Bill Sherry on three Master Plan presentations to the San José Silicon Valley Chamber of Commerce, the San Jose Visitors and Convention Bureau and the San José Silicon Valley Leadership Group.

Additionally, ANSG staff person, Robin Merriam, met with District 10 Chief of Staff, Lee Wilcox; District 7 Council Assistant, Javier Gonzalez; District 9 Chief of Staff, Scott Green; District 1 Council Assistant, Maria Le; District 5 Council Assistant, Todd Rufo; District 6 Council Assistant, Megan Doyle; and District 2 Council Assistant, Anthony Drummond. These meetings were an effort to establish on-going quality communications with the City Council offices and will be conducted on a regularly scheduled basis to maintain relevant exchange of Airport information and encourage communications.

Staff provided three presentations on the Airport's Improvement Program (AIP) to the Willow Glen Community Association, members of the Willow Glen neighborhood, the Kiwanis Clubs of Almaden (District 10) and Campbell. In addition, staff presented an Acoustical Treatment Program (ACT) pre-construction meeting held at ACT Field office at Sacred Heart School.

Air Service Development

In November, Bill Sherry and Jim Peterson met with the senior management team at Spirit Airlines in Fort Lauderdale, Florida. The meeting was scheduled to introduce Spirit's management team to San José and Silicon Valley to encourage the airline to select Mineta San José International Airport as their new gateway to Northern California. Route feasibility studies were presented in an effort to establish service between San José and Detroit, Fort Lauderdale, and Orlando. The November meeting was the third occasion for Airport staff to meet with Spirit Airlines. Two previous meetings were conducted during airport-airline industry briefings. However, this meeting offered an extended opportunity to present data and to exchange beneficial information. The carrier had indicated that if San José were to be selected, the airline would experience sales and marketing challenges due to the City's low awareness levels in the Eastern United States. The carrier expects to serve additional cities as the carrier adds new aircraft to its fleet.

Airport Senior Staff along with members of the Office of Economic Development hosted a delegation from the Osaka Prefectural Government. The group was on their way to attend events related to the reinstatement of service between Dallas and Osaka, and was interested in discussing the possibility of establishing an air service link between Osaka and San José. The group's itinerary

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in San José included a meeting with the Mayor, dinner with Councilmember Reed and City staff and an Airport tour and presentation on the San José economy.

Coordination with SNI Neighborhood and Implementation Teams

ACT Program staff and the City's Housing Department have continued to meet, offer training and work to improve the resources offered to homeowners in SNI areas. The Airport and Housing departments continue to make homeowners aware of available resources, including housing grants, low interest loans and the Acoustical Treatment Program (ACT). To date, these efforts have been primarily focused on the Market Almaden and Guadalupe Washington neighborhoods.

Airport Media Advisory Team

Media highlights for October, November and December included the announcement on October 1 of new, daily nonstop service with Hawaiian Airlines between San José, California and Honolulu, Hawaii. The occasion marked Hawaiian Airlines' first venture serving San José. In celebration of Hawaiian Airlines inaugural flight, Airline and Airport staff coordinated a gate ceremony that included presentations from Hawaiian's President and CEO, Mark Dunkerley, San José Mayor Ron Gonzales and several other City, Airport and Airline representatives. (Media coverage on Hawaiian Airlines service: San Jose Business Journal). On November 15, the Airport received City Council Approval on Development Program Revisions to the Airport Master Plan. (Media coverage on Master Plan announcement: SJ Mercury News, KNTV Channel 11, KRON TV Channel 4, Bay City News, and Reuters). On December 7, American Airlines announced it was renewing its commitment to San José and Silicon Valley to continue its nearly 15 years, nonstop service to Tokyo. (Media coverage on AA/Tokyo renewal: SJ Mercury News, Downtown Dimension, published newsletter by the San Jose Downtown Association).

Staff responded to 112 media inquiries during October, November and December, with the majority of those related to the flight delays due to heavy fog, holiday travel, weather-related delays due to inclement conditions in the eastern part of the nation and flight cancellations to Houston due to Hurricane Katrina.

Evaluation of Impact of Flight Patterns

There were no investigations regarding flight operation impacts during this period.

Negotiations with the Airlines to Change Flight Schedules

There were no negotiations regarding flight schedule changes.

United Airlines did, however, voluntarily moved their last arrivals at 2245 and 2305 to 2147 and 2224. This provides a 56-minute buffer to the curfew vs. the previous 25-minute buffer.

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Curfew Actions

There were a total of 127 curfew intrusions during the fourth quarter of 2005, a decrease of 14 intrusions as compared to the third quarter of 2005. Of the 127 intrusions, 118 were compliant intrusions that were primarily attributed to adverse weather conditions, mechanical delays, and air traffic control. Air traffic control delays and weather related delays from East Coast destinations attributed to over 70 percent of the total compliant intrusions. There were 9 non-compliant intrusions, an increase of four intrusions from the previous quarter. Of the non-compliant intrusions, eight were attributed to operators submitting insufficient or no documentation.

As of December 2005, the airport had administered \$7,500 in fines from three citations for the quarter; all have been paid. The total amount of fines administered to date for curfew violations is \$180,000, and the airport has collected the full amount through December 2005.

Curfew Intrusion Summary

Reason	OCT. 2005	NOV. 2005	DEC. 2005	Total
Weather Related Operations	11	12	50	73
Mechanical Related Operations	9	5	15	29
ATC Related Operations	4	7	2	13
Lifeflight/Medical Emergencies	0	1	0	1
Government/Military/Emergency Operations	1	0	1	2
Total Compliant Operations	25	25	68	118
Total Non-Compliant Operations	1	3	5	9
Total 4th Quarter Intrusions	26	28	72	127

Flights Frequently Operating During the Curfew

Airline	FLIGHT #/ Origin/Destination	# of Operations	Primary Reasons
American Airlines	611 From Chicago O'Hare	18	Chicago O'Hare – Weather/Air Traffic
Mexicana Airlines	951 To Guadalajara, Mexico	12	Guadalajara, Mexico – Weather
United Airlines	689 From Chicago O'Hare	8	Chicago O'Hare – Weather/ Mechanical
Continental Airlines	489 From Houston	8	Houston – Weather/Mechanical

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Other Curfew Conformance Measures

United Airlines re-briefed central ops in Chicago (ORD) of curfew times and needs for expedience and put mandates out prohibiting planned delays on SJC trips after 1800.

Northwest Airlines Station Manager conducted numerous phone "training" sessions with other Managers as well as our Operations Directors in Minneapolis/St. Paul (MSP) regarding the curfew. During the winter months, SJC flight 193 has been given priority in MSP for deicing, Air Traffic Control, & staffing for luggage transfer. In addition, all airplanes for the connecting flights from the East have been assigned gates on the same concourse in order to allow the connecting customers easy access to Flight 193 should there be a delay in their arriving. These accommodations have resulted in just 2 intrusions during a rather heavy winter in both the North Minneapolis/St. Paul & the East.

Frontier continues to highly regard the needs of the community as an air carrier here in SJC. Frontier maintains the scheduled arrival in the 10pm bank, and their first departure that leaves after the 6:30am curfew. In addition, Frontier Jet Express operates Canadair Regional Jets that are approved for curfew hour flights, but does not utilize that option as not to disturb the community. On the first morning flight, Frontier's pilots tend to be first in line for the post-curfew departure, and they keep the engine revs to a minimum until the 6:30am position for take-off - this has become common practice in SJC and other curfew stations (like Orange County, CA – John Wayne Airport. Frontier had only 1 compliant curfew intrusion in the last 3 months (weather related in Denver).

Negotiations with the Airlines to Encourage Use of Quieter Aircraft

All scheduled aircraft are Stage 3, with most being newer models.

Frontier voluntarily upgraded the entire full-size fleet of aircraft to new Airbus 319's and 318's which are much quieter than their older 737's.

Noise/Curfew Related Outreach

Noise Program "pilot inserts" for the Airfield Manual are currently being developed by the Airport to provide additional guidance on curfew information and restrictions for pilots operating at SJC. Additional outreach tools such as the Airport Fly Quiet Program is under evaluation to determine if this tool will reduce noise impacts by identifying operational deficiencies by operator and provide guidance on how to mitigate those impacts.

A new noise report recorder is being considered to replace the older equipment used by the Noise Monitoring Center.

Airport Noise Advisory Committee Meetings (ANAC)

The Airport Noise Advisory Committee's quarterly meeting was held on November 21, 2005. The committee was briefed on the Airport Quarterly Noise and Curfew Reports. Intrusions for the Fourth Quarter had increased due to weather delays from the East Coast. The Noise Manager made a presentation concerning the Fairgrounds Visual Approach based on increased concerns by Willow

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Glen residents. A Southflow Operations presentation was provided to remind the committee of operations during inclement weather conditions. The Noise Manager reviewed the ongoing projects such as the Noise Monitoring System Upgrade, updated Noise Report Recorder and Thermal Camera System installation and Pilot Inserts. A sub-committee was established to investigate and report on the Lafayette Americana Noise Mitigation Warranty issues. The subcommittee will report their findings at the next ANAC scheduled for March 2006.

Airport Acoustical Treatment Program (ACT)

The Program continues to move successfully in all Categories. Category I, is complete and the warranty period is still in effect for Building Phase 6M with minor issues the ACT staff continues to monitor. The Category 1B is on schedule, with Building Phases 9G (89 Dwelling Units) and 9L (84 Dwelling Units) under construction. Building Phase 9D, which is the first of the historical "homes" bid groups, bid on December 21, 2005 and construction is scheduled to begin in the summer of 2006. The partnership with the Department of Housing continues to be active in the community with efforts to provided combined City services to several properties in the Guadalupe Washington Neighborhood.

The ACT Program partnership with the Department of Public Works on acoustically treating homes continues to move forward. An agreement between the Airport and Public Works has been developed by the City Attorney's Office and is being reviewed by both Departments for execution. Design will commence with the amendment to Corlett, Skaer and DeVoto Architects, Inc. agreement, which is tentatively scheduled for a February, 2006 City Council Agenda. The two properties are scheduled to be included in an ACT Program bid group sometime in late April 2006.

The ACT Program also continues to be active in the Community by responding regularly to inquiries from the community as well as other City agencies. During the months of November and December, the ACT Program received requests for acoustical testing as part of the City Council Supplemental Acoustical Testing mandate and responded to several other inquiries from adjacent property owners on eligibility issues. The ACT Program participated in the Willow Glen Community Meeting on November 2 where several noise related questions and issues were discussed and followed up on. The ACT Program also attended the Airport Noise Advisory Committee (ANAC) at its regular meeting on November 21, 2005. The ACT Program staff responded to issues brought up at the prior ANAC meeting by members of the Lafayette Americana Condominiums Board of Directors and determined that in order to best advise the Director of Aviation ANAC would need to become more familiar with the ACT Program. An ANAC sub-committee has been established to follow up. Further direction will be forthcoming pending the results of the ANAC sub-committee findings.

On December 6, 2005, the ACT Program community relations and construction staff held a Pre-Construction Community Meeting for Building Phase 9L. SCT staff updated owners on the process for construction and answered questions regarding the process. Approximately 15 people attended.

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Environmental Projects

None

Roadways and Access

The Airport Roadway Master Plan Core Team did not meet during April, May, and June.

The revised implementation plan for the Terminal Area Development approved by Council on November 15 includes substantial improvements to the terminal area roadway system. As directed, staff is investigating the inclusion of these improvements in the proposed Design-Build procurement.

Staff continually monitors potential customer service impacts due to roadway construction projects being performed by Caltrans, the City of San José Department of Transportation, the Valley Transportation Agency (VTA), and the Airport Department. Staff disseminates information as necessary to key stakeholders in order to keep them aware of ongoing projects and traffic conditions. This includes providing traffic advisories, updating project pages on the Airport's web site, updating roadway fact sheets, and contributing articles for the *Airport Weekly View* (email blast) and *Airport Report* (monthly newsletter).

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