



# Memorandum

**TO:** BUILDING STRONG  
NEIGHBORHOODS COMMITTEE

**FROM:** Jim Peterson

**SUBJECT:** SEE BELOW

**DATE:** April 9, 2004

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Approved

Date

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## 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 of 2003.

#### **Responses to Customer Concerns**

Airport Community Liaisons responded to 96 customer concerns during the months of October, November and December 2003. The major areas of concern included rental car customer service concerns (20%), concessions in the terminals (10%) and the Ground Transportation Center (9%). The Community Liaisons researched each of the concerns and corrected and/or reported back to the customers on their issues as follows:

**Issue:** Customer service complaints due to Rental Car shuttle bus wait times.

**Resolution:** The majority of complaints related to the Rental Car shuttles were received in October due to customer drop-off and pick-ups being done only at the Ground Transportation Center. In November, the Airport began providing additional shuttle bus hours and established shuttle stops on both the arrival and departure sides of Terminal A. This resulted in a significant reduction in the number of complaints received in November and December.

**Issue:** Complaints related to stores, restaurants and concessions being located beyond the security checkpoints in Terminal A as well as a mailbox that was not easily recognizable as an official U.S. Postal drop.

**Resolution:** In order to minimize impacts to customers during the holiday travel period, Airport staff arranged for Host International to place food and beverage carts outside the secure area to serve passengers. Additionally, the Airport Property division is working with the United States Postal Service to change the appearance of the mailbox discussed above.

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**Issue:** Perceived excessive walking distances between the Ground Transportation Center (GTC) and Terminal A.

**Resolution:** New courtesy-ride electric carts have been provided to assist passengers between the GTC and Terminal A. The Airport has also altered the bus route from Long-Term Parking to drop off departing passengers closer to Terminal A check-in facilities. The situation is being monitored by landside operations in order to make improvements and modifications as required to improve customer convenience.

A detailed report providing information on each concern received during the quarter is available from staff.

Number of concerns received and resolved:

- October - 47
- November - 20
- December - 29

**Community and Neighborhood Interaction**

During the quarter, ANSG staff made six presentations to neighborhood groups on future Airport improvements and issues related to Airport traffic access. Staff also represented the Airport at five community organization meetings/events, including the District 8 Day in the Park, the grand opening of the Greater San José Hispanic Chamber of Commerce and meetings of the Sons in Retirement and Brandeis University Alumni. Staff also participated in 15 meetings/events with our Airport business/service partners, including VTA, ShuttlePort, Airport Chaplains, Airport Host Volunteers and airline station managers.

Over 900 residents participated in these meetings and events.

**Coordination with SNI Neighborhood and Implementation Teams**

ACT Program staff continues to support efforts between the Airport and Housing departments as well as SNI Coordinators to provide neighborhood outreach and make residents aware of available resources.

ANSG staff participated in three events related to SNI – attending the SNI Steering Committee Meeting; the Blackford SNI monthly meeting and the Winchester SNI Community Pride Day.

**Airport's Media Advisory Team**

Staff coordinated an event with Mayor Gonzales' office on the day before Thanksgiving – typically the busiest travel day of the year at the Airport. Mayor Gonzales, San José City Councilmembers and Airport Commissioners greeted passengers and served refreshments to thank travelers for using our Airport. Television news crews were on hand to cover the event. Media advisories issued during the quarter were related to Comdex Convention travel and holiday travel preparations.

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Staff responded to 183 media inquiries during the quarter, with the majority of those related to a one-day strike by United Cab drivers, Thanksgiving travel advisories, and additional security requirements related to Threat Level Orange.

**Education Related Activities**

As discussed above, staff participated in a meeting with the Overfelt High School Aviation Academy to discuss educational plans and activities for the students in the coming year.

**Evaluation of Impact of Flight Patterns**

The Environmental Programs Division continues to work with the Federal Aviation Administration (FAA) Bay TRACON Regional Manager to emphasize the sensitivity of aircraft over-flights of San José neighborhoods and the need to adhere to established flight paths. A letter was sent on November 12, 2003 to Bay TRACON addressing the issues concerning short turns, maximum altitudes on arrivals and departures and adjustment of arrival patterns prior to entering the terminal area. Staff continues to work in partnership with TRACON to address these issues.

**Curfew Actions**

In October 2003, the FAA agreed with the city on its restructuring of the 1984 curfew program from a weight-based metric to a noise based metric. The revised program prohibits takeoffs and landings between 11:30 p.m. and 6:30 a.m. by aircraft exceeding a certified composite noise level average of 89 decibels. The FAA also approved the City's plan to enforce the curfew with a \$2,500 fine for each curfew violation. Changes to the curfew program were discussed with airline corporate representatives at the Airline Affairs Committee meetings.

The number of curfew violations in the fourth quarter of 2003 decreased as compared to the fourth quarter of 2002. From the inception of the revised curfew until the end of October 2003, there were no non-compliant curfew intrusions. There were 10 curfew violations reported for November. In December, there were seven curfew violations. Violations in the fourth quarter of 2003 reflected a decrease of 18 from the fourth quarter of 2002.

As a result of continuing compliant intrusions, a United Airlines representative appeared before the Curfew Monitoring Committee in November 2003 to discuss issues related to East Coast weather.

Representatives of ACM Aviation appeared at the November 2003 Curfew Monitoring Committee meeting to ensure they are aware of the changes to curfew procedures.

**Monthly Noise Report**

The implementation of the revised Curfew Program required that the Monthly Noise Report be adjusted to reflect the disposition of curfew violations. Administrative Citation language has been added to the report.

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**ACT Program**

During the quarter ACT Program staff held/participated in meetings related to:

- Phase 8B Pre Construction Meeting at Bachrodt Elem. School (Rosemary Gardens Neighborhood). This phase includes 44 homes. The meeting was held in October and had over 50 attendees.
- An update of the ACT treatment schedule for the Rosemary Gardens Neighborhood Association Board Meeting. The presentation included a discussion of the treatment schedule.
- Phase 9 C.b Pre-Construction Meeting at Sacred Heart Nativity School. This phase includes approximately 31 units, including historic homes in the Guadalupe/Washington neighborhood.

In addition, ACT Program staff targeted owners of properties in the Guadalupe/Washington neighborhood that had not applied for treatment with door-to-door outreach and followed up with correspondence to the homeowners.

**Roadways and Access**

On December 4, 2003 northbound Highway 87 between Highway 880 and Highway 101 opened. ANSG staff, along with City DOT and Caltrans, made presentations related to the opening to Airline Station Managers and the Airport Commission. Staff also distributed information on the northbound Highway 87 traffic switch, including advisories on lane closures and detours to Airport stakeholders. In addition, staff worked with the Airport Development Division, City of San José DOT and Caltrans to address signage issues associated with new Route 87 traffic movements.

Staff participated in a community meeting with VTA for the Newhall business community and Vermont Street neighborhood on the I-880/Coleman Avenue Interchange Project.

**Miscellaneous**

The Airport Ombudsman, Cathy Gaskell, retired as of December. Ombudsman duties have been temporarily redistributed to other managers in the Business Development and Community Relations Division.

Jim Peterson  
Deputy Director  
Airport Department