



Memorandum

TO: BUILDING STRONG
NEIGHBORHOODS COMMITTEE

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

SUBJECT: SEE BELOW

DATE: October 2, 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 **April, May, and June 2006**.

Responses to Customer Concerns

Airport Customer Service and Community Liaisons responded to 60 customer concerns during the months of April, May, and June 2006. The major areas of concern included Airport Design (15%), Rental Car System (15 %) and Airlines/Tenants (11.7%). Each of the concerns were researched and resolved as follows:

Issue: Airport Design issues were primarily related to 1) the International Arrivals facility waiting area located outside with few amenities, 2) distance to the taxi stands and ground transportation centers for disabled or mobility impaired individuals, and 3) access from the roadway to the cell phone waiting area.

Resolution: 1) The Airport recently installed a wind barrier for the International Arrivals facility waiting to shelter customers during inclement weather. This improvement was made as a result of receiving customer feedback. Further improvements in the area, such as building public restrooms outside the exit doors are not economically feasible at this time. 2) The Airport Operations division works closely with the contractor running the golf cart assistance program in Terminal A, to ensure appropriate staffing levels, especially during lunch and shift changes. The Airport is also working with the Information Booth Volunteers to ensure correct information is provided to travelers regarding ground transportation locations. 3) The Airport's Roadway and the Signage groups continually work with the City's Department of Transportation to address the access into and out of the cell phone waiting area in order to provide a safe traffic flow.

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Issue: Rental Car customer service complaints were primarily due to shuttle bus wait times, long lines, overcrowding, and limited assistance from shuttle drivers available to passengers loading/unloading.

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 two 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. When a shuttle service complaint is received, Airport Customer Service Staff advises Airport Operations, who in turn researches the incident and decides on the proper course of action. Airport Customer Service Staff and ShuttlePort provide a follow-up letter to the customer.

Issue: Airlines/Tenants Concerns involved 1) the loss of the American Airlines Narita, Japan flight, 2) long lines for concessions, 3) the high cost and lengthy wait time to receive an item via Checkpoint Mailers, and 4) non-working change machines.

Resolution: 1) The Airport's Business Development division is researching the viability of another airline replacing American's current service to Narita, Japan. 2) The Airport Improvement Program will address the lengthy concession lines by providing more customer amenities in a state-of-the-art facility. 3) Airport Customer Service directed the comments regarding the high cost and delayed delivery directly to Checkpoint Mailer's corporate office for response. 4) When a customer reports a change machine not operating correctly or not accepting dollar bills, the Airport's Properties Division contacts the concessionaire to provide maintenance and to responds to the customer's requests for a refund. A phone number has been placed on the machine so customers can contact the concessionaire directly for their refund, as well as for service.

Total Number of concerns received and resolved: 60

- April - 32
- May - 15
- June - 13

Proactive Customer Service Elements

In an effort to alleviate the strain on Terminal A checkpoints during peak hours, the Airport began talks with the Transportation Security Administration (TSA) to coordinate a solution. The decision was made to offer an Alternate Security Checkpoint to travelers starting in July 2006.

In an effort to improve the Airport's customer service, the Airport partnered with our neighbors, Oakland (OAK) and San Francisco (SFO) airports. In May, Airport Customer Service representatives took a tour of Oakland Airport with their customer service representatives. Tour guides provided an overview of their customer service challenges, how they overcame them and an insight into future customer service initiatives. In June, the Airport hosted a customer service tour

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for both OAK and SFO customer service staff. Airport staff provided an overview of their challenges, how they overcame them and an insight into future customer service initiatives. The group is planning to tour SFO next.

In June, the Airport hosted the Santa Clara County Civil Grand Jury. The Grand Jury tours the Airport annually to observe a variety of issues including access into and out of the facility, signage, and customer service. Each year, the Airport provides a presentation to Grand Jury members on current issues. This year, they received a presentation on the phased construction planning for the Airport's Terminal Area Improvement Program.

Responses to Noise Related Concerns

During the Second Quarter 2006, the Noise Section received and followed-up on 389 community concerns, an increase of four (4) from the same quarter last year. It is significant to note that the majority of the complaints (358) 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 South flow operations during inclement weather. These complaints increased by 32 from the First Quarter 2005. Intrusion related complaints increased by 14 from the previous year.

Among those expressing concerns, 39 calls were received from first-time callers, an increase of 14 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 90 callers requested a return telephone call, and 83 were responded to within one day. This number represents an 8.9% increase from the previous quarter. 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

	APR. 2006	MAY 2006	JUN. 2006	TOTAL	APR. – JUN. 2005
TOTAL COMPLAINTS	115	140	134	389	385
CURFEW INTRUSIONS	47	47	72	166	111
INTRUSION RELATED COMPLAINTS	6	6	19	31	17
GENERAL AVIATION COMPLAINTS	11	28	25	64	105
TOTAL ENGINE RUN-UPS	11	9	1	21	16
RUN-UP RELATED COMPLAINTS	0	0	0	0	0

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STAGE III BUSINESS TURBOJETS	<i>67</i>	<i>104</i>	<i>28</i>	<i>199</i>	<i>388</i>
STAGE III BTJ RELATED COMPLAINTS	<i>2</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>45</i>

Community and Neighborhood Interaction

In May, the Airport Ombudsman position was vacated. Airport staff assignments have been adjusted to compensate for the vacancy and to continue to be responsive to the community and stakeholder’s needs. The Airport Ombudsman vacancy is expected to be filled after completing the recruitment effort.

During the quarter ANSG participated in 14 community and neighborhood outreach activities. Information on these activities includes:

Staff participated in two community meetings/presentations; one with the Rosemary Gardens Neighborhood Association and the other for the HOST Volunteer program to share general Airport information, updates on the Airport Improvement projects, noise abatement information, and future air service growth plans.

ANSG staff also coordinated/participated in five outreach meetings. Working with the City’s Department of Transportation and Office of Cultural Affairs, ANSG staff coordinated a community outreach meeting for the I-880/Coleman Avenue Interchange Landscape Design. ANSG staff coordinated a Brown Bag lunch for Airport employees about the upcoming art project being installed at the Airport as part of the ZeroOne/ISEA Festival. In an ongoing effort to include the ADA community in the design process, ANSG hosted an Airport ADA Technical Advisory Committee meeting to provide an update and receive input on the Flight Information Display monitors being installed as part of the Airport’s development plans. ANSG staff also supported Office of Cultural Affairs staff at the Public Art Committee in which action was taken on the Airport’s Art Activation Plan.

ANSG staff also participated in two business outreach meetings. One was the Santa Clara Chamber of Commerce Business EXPO and the San José Silicon Valley Chamber of Commerce Business EXPO. Staff provided information on the Airport Improvement plans, as well as upcoming business opportunities at the Airport as part of the development program.

ANSG also participated in several district community events/festivals. These included the Spring in Guadalupe River Park and Gardens event held in April, the Celebrate Cambrian event held in May, and the Community Resource Fair held at City Hall in June.

The Airport hosted, coordinated and participated in two events. On April 27, 2006, ANSG staff held a HOST Volunteer Recognition Event to honor the Information Booth volunteers. In honor of Southwest Airlines’ 35th Anniversary, ANSG staff co-hosted a gate celebration with Southwest’s Marketing group. The event was held on June 15, 2006, and featured visits from SJ Sharkie and Sharks Radio Announcer, Dan Rusanowsky.

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Education Related Activities

The Airport hosted a facility tour for Starlight School in April. Starlight School is located in south San José and provides comprehensive, multilevel residential, school and mental health treatment services to adolescents who are severely emotionally disturbed. The tour provided the students with an inside look at an Airport, as well as career opportunities.

Coordination with SNI Neighborhood and Implementation Teams

None at this time.

Airport Media Advisory

Media highlights for April, May and June include the news release on May 11 to promote additional use of the Airport's Compressed Natural Gas (CNG) fueling station, which is open to the public. The Airport encouraged owners of all-sized CNG vehicles to take advantage of its state-of-the-art CNG fueling station. The release pointed out that the Airport's CNG Station offered drivers some options to high-priced fuel. (Media coverage included: SJ Mercury News, KLIV radio, KTVU, KRON, Comcast Cable Channel, and KCBS radio)

Also in May, a news release was distributed announcing that the Airport achieved a perfect score from the Federal Aviation Administration (FAA) on its annual airport recertification and safety exam. The inspection is part of the process by which the Airport's license to operate is renewed each year. (Media coverage included: SJ Mercury News, San José Business Journal, Air Transport Association newsletter and KLIV radio)

Being a strong advocate of the registered traveler program, the Airport continued to be featured in national stories as a proponent during April and May that covered the progress of the TSA plan which would allow express screening lanes at security checkpoints for frequent travelers who would be willing to undergo extensive government background checks and submit to eye and fingerprint scans. (Media coverage: KCBS radio, SJ Mercury News, KGO radio, SF Chronicle, Card Technology magazine and USA Today)

Staff responded to 155 media inquiries during April, May and June. The majority of those calls were related to Memorial Day travel, registered traveler program update and the power outage at the FAA Terminal Radar Approach Control Facilities (TRACON) in the Los Angeles area, which caused delays for all flights arriving and departing from LAX.

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Evaluation of Impact of Flight Patterns

A flight track study on the use of the Fairgrounds Visual Approach occurred in April and May to determine compliance by Airline Operators. The results were provided in a letter from the Director of Aviation to the Operators requesting compliance. Additionally, the FAA Control Tower was asked how they may assist in enforcing Fairgrounds Visual Approach. The Control Tower staff are exploring their options.

Negotiations with the Airlines to Change Flight Schedules

The Director of Aviation has made it his priority to be proactive and responsive to flight schedules and airline operations that may have a negative affect on the surrounding community. The Director meets with airline management on a monthly basis to maintain effective two-way communication and to take corrective action when necessary to ensure the Airport maintains a good-neighbor operation.

Curfew Actions

There were a total of 166 curfew intrusions during the Second Quarter of 2006, an increase of 6 intrusions as compared to the First Quarter of 2006. Of the 166 intrusions, 163 were compliant intrusions that were primarily attributed to adverse weather conditions, mechanical delays, and air traffic control. Weather and Mechanical delays attributed to 85 percent of the total compliant intrusions. There were 3 non-compliant intrusions, a decrease of 15 non-compliant intrusions from the previous quarter. The non-compliant intrusions were attributed to two late arrivals and one early arrival with insufficient or no documentation.

As of June 2006, the Airport had administered \$7,500 in fines from 3 citations for the quarter; 3 have not been paid. The total amount of fines administered to date for curfew violations is \$242,500, and the Airport has collected the full amount through June 2006.

Curfew Intrusion Summary

Reason	APR. 2006	MAY. 2006	JUN. 2006	Total
Weather Related Operations	20	25	45	90
Mechanical Related Operations	21	9	15	45
ATC Related Operations	4	7	10	21
Life flight/Medical Emergencies	1	0	0	1
Government/Military/Emergency Operations	0	0	0	0
Total Compliant Operations	46	41	70	157
Total Non-Compliant Operations	1	0	2	3
Total 2nd Quarter Intrusions	47	41	72	160

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Flights Frequently Operating During the Curfew

Airline	FLIGHT #/ Origin/Destination	# of Operations	Primary Reasons
American Airlines	611 From Chicago O'Hare	30	Chicago O'Hare – Weather/Air Traffic
Southwest Airlines	356 From San Diego	13	Las Vegas – Mechanical/Weather
Southwest Airlines	367 From LAX	14	Baltimore/Washington – Weather/ Mechanical

Negotiations with the Airlines to Encourage Use of Quieter Aircraft

All scheduled aircraft are Stage 3, with most being newer models. No negotiations at this time.

Noise/Curfew Related Outreach

Nothing new to report

Airport Noise Advisory Committee Meetings (ANAC)

The Airport Noise Advisory Committee's quarterly meeting was held on June 12, 2006. The committee was briefed on the Airport Quarterly Noise and Curfew Reports. Weather delays in the beginning of the quarter contributed to the increase in curfew intrusion. The committee discussed the new appointments to ANAC. The Noise Manager discussed the Curfew Fund usage and the recommendations by the Airport Commission. A follow-up report by the Acoustical Treatment Program was made. City of Santa Clara members requested to add to the next agenda, an item from the Lafayette Americana Home Owners Association. The Noise Manager also provided an update to ANAC on the Noise Monitoring System Update, the installation of the Thermal Camera System and the Noise Report Recorder.

ACT Program Community Relations

The Acoustical Treatment Program (ACT) continues its construction phase on three bid groups and nearly 200 residential units in the Guadalupe neighborhoods. As construction begins and ends in some areas, correspondence continues with the community to assure the homeowner's needs are met and the process is smooth and understandable. Four additional historical bid groups have been awarded and construction is expected to begin between October and December.

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- During the quarter, ACT Program staff attended the Airport Noise Advisory Committee Meeting (ANAC) to provide an update on some of the outstanding issues with the Lafayette Americana town home community in Santa Clara. As a result, the ACT Program has agreed to have any additional concerns addressed and all the items reviewed. At the next ANAC quarterly meeting, a presentation will be made by the Operations Deputy Director.
- ACT Program and ANSG staff attended the Rosemary Gardens Neighborhood Board of Directors Meeting. An update to the ACT Program was provided, as well as the Master Plan project.
- The ACT Program met with officials from Notre Dame High School to discuss possible testing/treatment to see if testing exceeds 45 dB CNEL. Testing has taken place and ACT Program staff is awaiting testing results and summary.
- During the quarter, 66 inquiries were made and responded to by ACT Program staff.

Environmental Projects

None for this reporting period

Roadways and Access

A completion date for the I-880/Coleman Avenue Interchange project was announced for September 2006. During the quarter, the project opened up the western span of the Coleman Avenue overpass.

WILLIAM F. SHERRY, A.A.E.
Director of Aviation