



PDX COMMUNITY ADVISORY COMMITTEE MEETING #22
 Wednesday, April 19, 2017
 Notes

Name	Interest Represented	Attendance
VOTING MEMBERS		
Erwin Bergman	Central Northeast Neighbors	Present
Tina Burke	Airport Employee	Present
Tony DeFalco	Environmental Justice	Absent
Vacant	Business Organization	Absent
Katie Larsell	Portland Planning and Sustainability Commission	Absent
Dick Goldie	East Multnomah County Neighborhood (City of Fairview, Gresham, Maywood Park, Troutdale, and Wood Village)	Present
Maryhelen Kincaid	Citywide Land Use Committee	Present
Vacant	Passenger Airline	Absent
Micah Meskel	Environment/Wildlife/Natural Resources	Present
Jeff Owen	Multi-modal transportation representative	Present
Col. Jenifer Pardy	Military	Present
Juan Morena Alternate: Joe Quitugua	General Aviation	Present
Ahmed Abed-Rabuh	Air Cargo	Absent
Ron Glanville	East Portland Neighborhood Office	Present
Dr. Steven Sachs	Clark County neighborhood representative (Camas/Washougal)	Present
Martin Slapikas	North Portland Neighborhood Services	Present
Mike Sloan	Vancouver neighborhood	Present
Joe Smith	PDX Citizen Noise Advisory Committee	Present
Adam Lyons	Northeast Coalition of Neighborhoods	Present
Corrina Chase	Columbia Slough Watershed Council	Absent
NON-VOTING MEMBERS		
Nick Atwell	PDX Wildlife Committee staff	Present
Dan Johnson Alternate: Barbara Cartmill	Clackamas County	Present
Chris Deffenbach	Washington County	Present
Chad Eiken	Vancouver Community Development Director (or designee)	Present



Vacant	Federal Aviation Administration	Absent
Vince Granato	Chief Operating Officer (or designee)	Present
Dan Moeller	Metro	Absent
Tom Armstrong	Portland Bureau of Planning and Sustainability Director (or designee)	Present
Gordy Euler	Clark County	Present
John Wasiutynski	Multnomah County	Absent

Port Staff and Consultants Present: Sean Loughran, Devon Webster, Walt Marchbanks, Sam Imperati, Kristen Wright, Chris White, Dionna Hickox

Public and Invited Guests Present: Pete Devasto

Introductory Comments / Member information and updates:

Mr. Sam Imperati welcomed attendees to the 22nd PDX Community Advisory Committee meeting.

Mr. Imperati noted to the committee that Ms. Chris Deffenbach would be replacing Melissa De Lyser as representative for Washington County and asked Ms. Deffenbach to introduce herself. Ms. Deffenbach introduced herself as working in the Land-use and Transportation Department at Washington County. She shared that she works on regional planning activities for the county in coordination with Metro, ODOT, City of Portland, other cities, Trimet, among others. Ms. Deffenbach also shared she has worked in land use for quite a long time.

Mr. Imperati regrettably shared with the committee that committee member Walt Evans passed away last week, and former member Beverly Blunder passed away early this year. Mr. Imperati requested a moment of silence in recognition of their passing.

Meeting Agenda Review

Mr. Sam Imperati reviewed the meeting agenda and materials with committee members.

Other Updates

Committee members who attended the Port’s annual Gateway to the Globe event shared the following takeaways with the committee:

- Mr. Micah Meskel shared that he thought Betsy Johnson’s remarks were interesting.



- Mr. Martin Slapikas also enjoyed Betsy Johnson’s presentation. He noted that he enjoyed hearing about the positive relationship TSA shared with the Port. Relatedly, Mr. Slapikas shared a recent interaction he had with a person outside of Portland who expressed positive experiences with TSA and the Portland airport.
- Ms. Maryhelen Kincaid appreciated the broad audience in attendance, and also shared stories where people had relayed to her their positive experiences with the Portland airport.
- Mr. Joe Smith noted that there had been a lot of praise at the event for Director Wyatt, and requested that Mr. Wyatt attend the June meeting so committee members can express their appreciation in person.

Committee members who attended the grand opening of the Atlantic Aviation’s facility shared their takeaways from the event:

- Mr. Ron Glanville shared that he enjoyed the event and thought it and facility were first class.
- Mr. Erwin Bergman concurred that it was a tremendous facility that likely had a wealthy audience.
- Mr. Joe Smith remarked that he believed the choice of Atlantic to build such a facility is a statement about their confidence in PDX.

Mr. Sam Imperati reported that the Port has received the 2015 STAR Award for Citizen Involvement from the Land Conservation and Development Commission (LCDC) for their excellence in creating and leading the PDX Community Advisory Committee (CAC). Mr. Imperati explained that the award recognizes the Port of Portland for actively promoting and implementing the values of Oregon’s Statewide Planning Goal 1: Citizen Involvement, and noted that the award should be shared by the committee sponsors- the cities of Portland and Vancouver- and the committed CAC members. Mr. Imperati noted that Mr. Joe Smith and Ms. Chris White received the award in Salem on March 20th from the LCDC. The two shared their thoughts on the award with the committee:

- Mr. Joe Smith reported that he was pleased with the award. He informed the committee that in his acceptance comments, he had complimented the Port for creating the CAC and noted that while the committee had little power, it had great influence. Mr. Smith explained that he had been asked for evidence of this and he was able to provide it.
- Ms. Chris White expressed a desire to recognize the contribution of sponsors, as it was not solely the Port’s effort.



January Meeting Notes Approval

Mr. Sam Imperati noted that meeting notes from the January 2017 meeting had been distributed for review and invited any revisions or corrections. Members highlighted the following revisions and corrections:

- Mr. Joe Smith pointed out on p. 5, that shared had been misspelled as shard
- Mr. Joe Smith thought that “ISO made no findings” was not entirely accurate. Mr. Vince Granato confirmed it would be more accurate to say “no negative findings.”
- Mr. Micah Meskel pointed out that on p. 5 the need to add the discussion of air quality at the end.
- Mr. Martin Slapikas noted on p. 5 that “pilot” should be changed to “complaint filer” to reflect that the Port had responded to the filer, not the pilot.

No additional revisions or corrections were noted and meeting notes were approved unanimously.

Public Notice Item: PDXNext - Terminal Balancing

Mr. Imperati introduced the PDXNext terminal balancing, public notice agenda item, describing that the City had agreed on a plan district for the airport for certain items of a certain size/expense. He reminded the committee of former presentations on PDXNext, the suite of airport improvements, and the Terminal Balancing project. Mr. Imperati explained that the Port is presenting again with more detail to highlight project revisions for the CAC. He pointed out that a significant aspect of Terminal Balancing is to reuse the terminal in a way that minimizes expansion and uses existing assets sustainably.

The Port’s Mr. Sean Loughran provided the committee with the following review of the public notice requirements:

- Airport Futures was completed with two parts: 1) master plan, and 2) legislative land-use process. Mr. Loughran reminded the group that the comp plan and city code had been updated accordingly, and one provision was a neighborhood contact requirement.
- The PDX CAC fulfills this neighborhood contact requirement, and under certain circumstances, an additional notice is required. Land use processes are such a circumstance.
- There are different procedures for airside versus landside actions. The guiding questions for distinguishing are whether there is aircraft movement (airside), or development or alteration (landside).
- Airside actions do not follow the additional notice requirement.
- Once it is determined to be a landside action, then it must go through another criteria determination based on the size and value of the project.
- The process for public notice is as follows:
 - Two weeks prior to the meeting, the Port mails notice to the list of neighborhood associations kept by the City.
 - Notice includes information about the project, and about the opportunity to find out more information and provide public comment. The venue for this opportunity is the PDX CAC.



- The Port must show evidence that they went through the public notice process when applying for permits from the City’s Bureau of Development Services.
- Notice on the Terminal Balancing Project had been provided earlier, but a number of revisions had been made, so the Port is going through the process of public notice again to present revisions and provide opportunity for comment.

Public Notice Requirement Questions/Comments:

Ms. Maryhelen Kincaid noted the mention of an “interested neighborhood association” in the documentation and inquired whether a neighborhood that is not near the airport can be considered an interested neighborhood. Mr. Sean Loughlan replied that the Port is happy to talk to any neighborhood, and that the Port typically references a list of neighborhoods, which does not just include bordering neighborhoods. Mr. Loughlan indicated he would be happy to share the list with the committee. Dr. Steven Sachs requested to see the list to ensure communities like his on the other side of the river were included. Mr. Loughlan agreed to share the list, and noted that the PDX CAC process is separate from the City process, and the PDX CAC process uses a broader list.

Devon Webster, a Sr. Development Manager at PDX, presented the following on Terminal Balancing revisions:

- The first version of the Terminal Balancing project was presented in January 2015 and has had significant changes since.
- The objective of the Terminal Balancing project remains to balance north/south operations.
- Team (design, Port, etc.) remains the same. Only the project itself has been revised.
- Some of the key changes that have impacted revisions include:
 - Alaska Airlines indicated they are changing fleet mix to transition to E175 fleet, which meant an increase in demand by Alaska for mainline gates. As a result, Port will now be doing a mainline extension of concourse C.
 - To make room on concourse C, will relocate Southwest Airlines to the north to allow for better balancing.
 - Extension being built includes six mainline gates and will be new Southwest location.
 - Southwest move to north will require associated moving of ticket counters, baggage claim.
 - This revision will mean Alaska will take up the majority of concourse C and will be able to grow in the space that was previously Southwest Airlines.
 - Having Delta, United, Southwest, and other miscellaneous carriers on north side and American, Alaska, Horizon on south side will achieve better balance.
- Overview of Terminal Balancing Project:
 - Six mainline gates added as extension of Concourse E (about 148,000 sq. ft. added)
 - Design is about 60% complete now.
 - Project addresses north/south imbalances.
 - Aesthetic improvements to Concourse B occurring now to open-up/brighten-up area.



- Making improvements to pedestrian bike path into airport to have wider path and better landscaping. Mr. Sean Loughran added that bike lanes were moved to upper level with parking on upper roadway, with bike parking at south end of terminal.
- Project to be completed first half of 2020 and should serve gate requirements through 2035.
- Majority of \$215M project funded by airlines that have approved the project. Some covered by airport improvement fund and passenger facility charges.
- Benefits of project include meeting gate requirements through 2035, balancing operations, improving passenger experience and overall level of service, improving gateway experience to airport, and improved pedestrian and bike access.
- There is a 20% minority-contracting goal on this project. Port has not awarded much work right now, so there is not a big update in this regard now. Kimberly Philips will provide CAC with updates as this changes. Overall, the Port has seen a strong interest by the minority contractor community thus far. Mr. Sean Loughran added that the Port is planning to conduct a disparity study and will hold the first public hearing on May 25th. More information will be coming to PDX CAC on this.
- The project timeline is as follows:
 - Design is 60% complete and will be completed over the summer.
 - Construction to start summer of 2017; however, some demolition work is occurring right now.
 - Underground work will be completed through fall 2017.
 - Piles driven in spring of 2018.
 - Outreach and communication will occur regularly throughout the entire process.

Project Revision Discussion/Comments:

Mr. Joe Smith inquired what would happen to motorcycle parking. Mr. Sean Loughlan replied they are not making any changes to motorcycle parking for now.

Mr. Ron Glanville pointed out that the documentation marked Terminal A as closed, and inquired whether the terminal is currently closed. Mr. Webster replied that it is not currently closed, but it is recognized as a temporary facility and there is a plan to demolish it. He shared this demolition will happen when the Terminal Rebalancing is completed. Mr. Glanville inquired whether there would be a new Terminal A in the future. Mr. Webster shared that the priority need is long-term aircraft parking. Mr. Sean Loughlan added that terminal A will be demolished after 2021, as it is recognized the facility is aging. He pointed out that Terminal A in the afternoon is beyond capacity and reflects a D or F level of service. He continued saying that improvements are being made now in concourse B after the security checkpoint and that eventually additional improvements will be made, as there will always be a certain level of regional service at PDX. He noted that bringing aircraft parking closer to the terminal allows for more turns per gate and is the general plan.

Mr. Joe Smith commented on the new exit from security on the south side. He mentioned that he used the facility for the first time recently and it felt like he was walking further even though that was not actually true. He noted that the previous area had comfortable seating for greeters and the new area seems to have lost this seating. Mr. Smith added that not all passengers exiting are now going by concessions, and he wonders



whether concessioners were concerned about this. Mr. Webster replied there had been some expressed concern from concessioners and he shared that they have employed signage to improve awareness of concessions. He also noted that seating would be installed to improve the greeter area. Mr. Sean Loughlan reminded the committee that the new exit was designed to solve the issue of cross traffic and too much activity concentrated in the security checkpoint area. The exit solution was to get better distribution of passengers in the central terminal space. He believed the greeter area has improved by bringing it out front under natural light and near café, and these areas will be improved over time. Mr. Loughlan recognized the impact to concessions and indicated the Port would work to address the issues.

Mr. Sam Imperati requested comments from members of the public. No public comments were offered. Mr. Imperati closed the public comment period pursuant to notice rules.

Roundtable Updates & Discussion

Mr. Sam Imperati asked for neighborhood, organizational or other news or updates from committee members on items related to PDX.

- Dr. Sachs shared that he had attended an Oregon National Guard meeting on planning efforts for the big earthquake. He reported there was discussion of checking air use areas and specifically looking at Grove Field (airport) in Camas. Dr. Sachs noted Grove Field was on a plateau and not subject to flooding, and appreciated the foresight in the committee's inclusion of it.
- Mr. Erwin Bergman noted previous committee members' request to be addressed as Doctor, and inquired of Dr. Sachs of his preference to be addressed as Dr. Sachs or Steve. Dr. Sachs agreed that Erwin could call him "Steve", as could others on the committee if they wished to do so.
- Tina Burke shared they had a successful spring break and were gearing up for summer break and year round hiring. She was pleased with the Compass Award at the Gateway to the Globe event and with the move of the exit and greeter area.
- Ms. Barbara Cartmill shared that transportation funding is always on her mind, and is cautiously optimistic about legislative process. She indicated that transitional housing was a priority and shared that the board is focused on finding solutions for the homeless issue, hoping to bring solution by winter of 2017-18.
- Mr. Joe Smith provided an update from PDX CNAC. He reported there had been 105 complaints filed in January and February, but that 54 filings were from one person, and three people made up over 70% of the complaints. Considering this, he believed complaints were generally down. He pointed out that a planning session for PDX CNAC would occur one week from Saturday and asked committee members to connect with him if there is anything CNAC should be discussing. Mr. Erwin Bergman cautioned generalizing about decreasing complaints, and indicated that complaints can also decrease also due to a lack of response from the Port and filers giving up.
- Mr. Adam Lyons reported the Northeast Coalition of Neighborhoods were focused on houslessness, air toxics, water toxics, and working with Mr. Meskel on the superfund project.
- Mr. Micah Meskel shared his appreciation of the Port's intention in a public process for the hiring of a new executive director, but believed there had been a gap in providing opportunities for the public to



meet with finalists face-to-face. To augment the Port Commission's process, he shared that the Audubon Society and the Willamette Riverkeepers provided such a forum with the finalists. Mr. Meskel indicated that the intention was to provide an opportunity for finalists to discuss how they responded to community and environmental interests, and express their leadership vision. He shared that a video from these meetings will be shared with the community along with information about how to submit comments. Mr. Meskel highlighted that there was very little time between distribution of the video interviews and when comments were due by midnight Friday. He shared that they are working on a solution, either through an extension, or other avenue for community feedback.

- Ms. Chris Deffebach shared that Washington County is engaging with the Port on the Hillsboro Airport master plan update, and working hard with lobbyists to get more transportation dollars from the legislature. She shared that they just completed a long-range transportation study and discovered access to the airport (getting there faster) is important for community members.
- Mr. Ron Glanville shared that he was pleased that their new director, Victor Salinas, is on the front page of the East Portland Neighborhood newspaper. He also highlighted an article on the Friends of Trees, which was part of last meeting's discussion on funding for mitigation projects. He noted and appreciated that Port employee Steven Nakana had attended the Friends of Trees event
- Ms. Maryhelen Kincaid shared that she is part of the Levee Ready Columbia (LRC) project team that is addressing the recertification and accreditation of levees along Marine Drive. She reported that there had been some leadership changes in the jurisdictions and the executive level meeting had been convened recently to determine if there was still commitment to the collaborative process. She was pleased to report the meeting had resulted in a reaffirmation of commitment to collaboration, and noted the big impact of the issue and the large stake of the Port in the issue. Ms. Kincaid also reported the LRC group had recently asked for \$3 million for a study to determine the impact and how much assets have changed along the corridor. She reported that request goes before a federal committee in the next few weeks. Ms. Kincaid also mentioned the upcoming Vanport Mosaic Festival and registration that opens on April 21st. She appreciated Port employee Lisa Appel's and Steven Nakana's efforts to arrange for walks to view Vanport Wetlands during the festival.
- Mr. Marty Slapikas reported on an earlier issue with drones in his neighborhood that turned out to be a kid who did not realize the impact. He wondered about what areas might be restricted near airport operations as some drones have significant range. Mr. Slapikas also noted that North Portland Neighborhood Services has become more aggressive regarding air toxics, as the EPA has confirmed that automotive oil recycling areas are burning oil and delivering polluted air into the community. He noted there is some controversy on the issue and there would be a meeting in February at the Red Lion on the issue. Oregon DEQ and the City of Portland have both indicated they have no ordinances regulating clean air. Lastly, Mr. Slapikas noted there had been some concern about homelessness and safety in Laurelhurst Park, and while Laurelhurst residents were aware of the issue and taking precautions, there was concern that nonresidents are not aware of the issue.
- Mr. Nick Atwell shared they had completed prior mitigation on Sandy Island and Rivergate prior to the nesting season, and should be seeing nesting. He shared that the US Fish and Wildlife Service has an initiative for trapping and translocation programs at airports, and as a major mover of raptors in the area, the Port has been asked to review and submit comments on the initiative.



- Mr. Tom Armstrong shared that the city council had adopted early implementation and zoning code in December for the Comprehensive Plan that is currently with the state for review and acknowledgement. He anticipates a notice of adoption sent by the end of the month to all commenters, which would then open the objections period. The state review process will end in 2017 and zoning changes should take effect in 2018. Mr. Armstrong also reported that the Port and Jeff would be attending the Portland Planning and Sustainability Commission on May 9th to check in and update on the airport futures process and the PDX CAC process.
- Col. Jenifer Pardy shared that with current federal budget ending in 10 days there was some uncertainty and shifting priorities. She shared that it was peak night flying season and there were some flights last week and this week as they are trying to capitalize on the little bit of nice weather to get in training requirements. Col. Jenifer Pardy also echoed sentiments regarding the issue of homelessness and shared that they have had anecdotal information about increased foot traffic in and around their ORANG facility. In January, they had someone make it into a corner of the secure 24-hour facility and were apprehended by the Port. They have also had some folks at the gate testing their first amendment rights. All of this is causing some additional vigilance by ORANG.
- Mr. Jeff Owen shared that TriMet would be conducting track work and repair in downtown Portland around Morrison and Yamhill that would likely have a ripple effect in the region. Brochures and information can be found online at trimmet.org/morrisonyamhill

As it was an issue of interest for members, Mr. Sam Imperati informed the committee that the issue of the ORANG's continuous overhead descent would be addressed during the time of Vince Granato's presentation.

Break and Group Photo

PDX Updates

Mr. Sam Imperati reconvened the committee and invited Mr. Vince Granato to give PDX updates. He directed committee members to the full report provided in the handouts and indicated that Mr. Granato would be providing highlights of the report.

Mr. Vince Granato thanked committee members for their attendance at recent events like the Atlantic grand opening and Gateway to the Globe. He then provided the following PDX updates:

- Spring break was busy and this included trips by Oregon and Gonzaga and women's college teams.
- PDX is ramping up for summer with 9% growth from last year largely due to new service. There is an expectation that next year's increase will be closer to 5-6% increase.
- Alaska Airlines has added JFK and Detroit service. Alaska continues to add new service and will also go to Love Field, which is a Southwest stronghold. There were two Virgin Airlines gates in Love Field, and now that Alaska has acquired Virgin, will have access to those gates. Alaska will be going to Love Field



on new E175 airplanes. Adding these E175s is a big change that allows Alaska to have the range to add service to mid-continent markets. This shift to E175 is what precipitated the revisions Port had to make on the Terminal Balancing Project. The project would have been in construction by now, but the new design seems to be the right product for the long term. Mr. Granato reported that he would be meeting with Alaska to discuss the south side and Concourse A and shared that he expects they will have a lot of growth.

- The Hollywood micro cinema is up and running and people really seem to be enjoying it. It is also a great opportunity for local artists to showcase their work.
- Atlantic had grand opening recently and to the east of Atlantic, there will be development of three more hangers for Mecham. Mecham is currently working with the City on permits.
- Currently there is a lot of construction happening at the airport and Port is heading into heavy construction season. Construction underway includes construction on a rental car quick turnaround fuel/wash area, the Terminal Balancing Project that just started some demolition out on the ramp, and a service station being constructed near 82nd and Air Cargo Way. The Port will also be starting a new taxiway B project.

Mr. Granato provided the following updates on concessions:

- There are some new food carts at the airport that the Port is excited about. While it is not a big money maker for the Port, passengers and employees love these carts and they are a great small business opportunity.
- The third phase of the RFP is open now for four spaces on Concourse D and a few on Concourse E. Proposals are due May 4th and then bids will be evaluated. Mr. Granato appreciated committee member Ron Glanville's participation on the selection committee. There are likely to be many bids as it is the Rogue and Roses and Laurelwood space.
- The second phase of concessions is up and running including Stumptown, Peet's Coffee and others.
- The airport has received a couple of new concession awards, the best concession program, and best team award by Airport International, and Airport Revenue News. Mr. Granato expressed appreciation for the work of the concessions team.

Mr. Granato provided the following PDX planning updates:

- A recent Portland Business Journal article highlighted \$2 billion of work to be done at PDX as part of PDXNext over the next 10 years. This number includes the Terminal Core, Quick Turn Around Area, Parking and Consolidated Rental Facility projects.
- The Quick Turn Around Area project is underway, while the Parking and Consolidated Rental Facility and Terminal Core Projects are both still in the design phase.



- The Terminal Core project is at 10% design completion and Port will likely meet with airlines (Southwest, Delta, United, and Alaska) in the fall to get their approval. The airlines are largely expected to be interested in cost and funding.

Mr. Granato outlined briefly the following about the free speech program and recent events:

- The Port supports free speech and has program that permits such activities at a specified time and place.
- The Port has an obligation to keep airport operations open and running and still provide a forum for free speech, but capacity is limited given the police force totals 54 personnel with only 5 officers on duty at a time.
- In January, there was lots of free speech activity after legislators encouraged the public to participate in such activity in response to recent federal policies. There was a lot of tension and with the exception of a few (including one assault); generally, it was a well-behaved crowd.
- In these situations, there is often a question of whether to put on full gear and the associated implications.
- In response to the event, the Port reviewed and revised their plan to accommodate free-speech activities by shutting down the upper roadway and making that available as a free speech area. This provides a place for people to engage in free speech activities and keeps people out of the building to ensure employee and traveler safety.
- The Port was supported by local counties and municipalities in recent events and has mutual aid agreements with the City of Portland, City of Gresham, and Multnomah County. Mr. Granato expressed appreciation for the support, especially the City of Portland that has been very supportive on understanding and developing a response to these issues.

Mr. Granato provided the following updates on the Port's Executive Director search:

- Applications of eight semifinalists were reviewed by panel of four community members and four Port commissioners who narrowed to three finalists.
- Public feedback regarding eight semifinalists is consolidated and put into themes, which commissioners used when conducting interviews of eight semifinalists.
- Final interviews of the three finalists conducted by the full commission are occurring May 10th
- The Port encourages any public comment on these finalists and the link to public comment forum online is provided in handout. This feedback will be provided to commissioners.
- In the next May meeting, the commission will commit to the finalists, then in a special commission meeting on May 23rd where a recommendation is made. June 30th is Bill Wyatt's last day.



Questions/Comments:

Mr. Slapikas inquired where a member of the public could get information to inform comments on candidates. Mr. Granato replied that information on candidates is available on the Internet, but the Port is especially interested in getting feedback about what kind of information the public would like to know. Mr. Granato also mentioned that staff will ask Mr. Wyatt if he is available to attend the June PDX CAC meeting.

Mr. Joe Smith recommended that there is no good substitute for off the record confidential conversations with previous employees.

Mr. Ron Glanville inquired whether Mr. Granato had a comment on the Oregonian editorial that indicated a need for more public input on the process. Mr. Granato acknowledged the article and pointed out its similarity to Mr. Meskal's comments shared already in the meeting. He continued saying that the Port believed there had been many opportunities for the public to participate in the process and that it mirrored what other organizations have done, like Portland Public Schools. Mr. Granato reflected on the recruitment of Mr. Bill Wyatt in this regard and pointed out that there is a question of the value that emerges from these processes. He noted that the selection is an important decision and is the responsibility of the Commission, and if the Commission determined it is comfortable with the process then the Port will trust that.

Mr. Micah Meskel shared an appreciation for the steps the Port has taken to involve the public, but restated that a face-to-face meeting is important. He noted that Oregon Department of Environmental Quality held a public forum in a hiring process that was a good example of this. Mr. Meskel expressed his belief that the decision on the Port's Executive Director position is as consequential and therefore would appreciate the opportunity to interact with candidates.

Ms. Maryhelen Kincaid shared that Port Commission President Jim Carter had recently noted to her that the hiring decision is the responsibility of the Port Commission and not the Port staff, and as such, comments need to go to commissioners. Ms. Kincaid pointed out the responsibility distinction was important and reported contact can be made with commissioners through the website link.

Mr. Joe Smith pointed out that the advantage of a public event is that it gives the opportunity to see how candidates might handle public forums.



Continuous Overhead Descent Approach

In response to earlier comments made by Mr. Bergman regarding noise complaints, Mr. Joe Smith replied that Jerry Gerspach from the Port takes complaints seriously and contacts complaint filers to provide explanation. Mr. Smith reported that often times an explanation helps to alleviate fears or misunderstandings. Mr. Bergman replied that quieter aircraft may also have reduced noise complaints, but in his research, there is evidence that lack of responsiveness to complaints can also cause complaints to decline. Mr. Bergman noted that he wanted to register that fewer complaints may not in fact be related to noise impact.

Mr. Joe Smith provided the following information on the continuous overhead descent approach:

- A standard approach when not being directed by air traffic control is for the aircraft to descend along the runway at about 1000-1200ft above the ground, maintain power until the turn when power is reduced, and begin descent when the aircraft passes the end of the runway. Then the aircraft will make a left-hand turn to make the base-leg downwind and turn to final.
- In a military aircraft, this standard approach will be conducted under power and will make more noise.
- When there is air traffic control involved, they will send a certain approach, or another strategy is to have the aircraft hit an electronic path and maintain a three-degree slope down to the runway maintaining power all the way down.
- The continuous decent approach allows military aircraft to cut power virtually to idle at higher altitudes and maintain that power in a continuous descent all the way to the ground.
- The Oregon Air National Guard asked PDX CNAC how they felt about the Guard using the approach and approval was given for continuous descent approach in one direction.
- The Guard is now proposing a six-month test to conduct this continuous descent from both directions.
- Mr. Smith noted that the continuous descent is in operation now coming over some neighborhoods and industrial areas mostly in winter. When the winds change, it will be over or slightly north of the river as there is a preference to use south runway.

Col. Jenifer Pardy thanked Joe for his explanation and added that the continuous approach is a quieter way of bringing flights in and noted that the six-month test was proposed and approved at the last CNAC meeting. She explained that the Guard is working with partners to conduct community engagement and invited questions from the committee.



Committee Discussion/Comments

Mr. Steve Sachs asked whether the approaches would result in temporary flight restrictions (TFR) or an adjustment of the shape of the protected air space. Mr. Joe Smith replied that it would not result in any TFR or airspace change. Col. Pardy confirmed there would not be any TFRs or airspace changes, and clarified that the request was to use the approach in another direction.

Mr. Ron Glanville inquired about the space in which this descent would happen and asked for clarification about statements that the pattern is never going to hit east Portland neighborhoods. Mr. Smith replied that the approach in the new direction will have minimal or no effect, and any potential effect would be north of the river. He continued saying that the approach would take place in the same places they are now, only in a new direction. Mr. Glanville noted that east Portland experiences takeoffs and landings. Mr. Smith clarified that the Guard only conducts these for practice to build competency. He noted that takeoffs, not landings, are where the noise problem arises, and for the vast majority of landings there would be no change. Col. Pardy concurred that the approach requires less power and therefore there will be less noise.

Mr. Imperati reminded the group that this is the domain of the PDX CNAC public comment and this particular agenda item in the meeting is more informational for the CAC. He also recognized the right for members to speak on the topic.

Mr. Mike Sloan inquired if the approach will be visually different along the river and suggested communicating with these neighborhoods prior to the 6-month test. Mr. Smith replied that observation would likely show military airplanes descending more quietly.

Ms. Maryhelen Kincaid reminded the group that this is a PDX CNAC issue and recalled that noise tests were conducted with the Guard in which motorcycles driving by registered higher decibels than the approach. She shared that the CNAC tracked complaints after the implementation of the approach and there was not a substantial amount of complaints filed. She pointed out that it was more of an issue with anti-military community members or people who do not want the airport in its location, rather than noise.

Mr. Marty Slapikas explained he has flown many different types of planes and that there is a need to advance power to go around. Mr. Smith replied that if done well there would not be the need to advance power except to round out, but the aircraft would be within 1000 feet of the runway then and industry would be the only ones impacted that close. Mr. Slapikas replied that there is a delay from idle to power to go around and was concerned about whether that created a hazard to the pilot. Mr. Smith reiterated that if power is needed for the go around then it is a result of a mistake.



Mr. Steve Sachs inquired if the go around is different with this kind of approach. Col. Pardy and Mr. Smith concurred that it was different. Mr. Smith clarified that this go round is always made on the final, and also if incursion occurs, or something is wrong with the approach. Mr. Sachs clarified he was looking for determination of noise. Mr. Smith clarified that there was no difference in that regard in the nature of the go round.

Mr. Erwin Bergmen expressed disbelief that the continuous overhead proposal would not impact the neighborhoods to the south of the airport. He stated that previous assertions regarding approaches presented to CNAC indicated that aircraft would stay north of the Columbia River, but aircraft are observed as far south as Ainsworth Street. Mr. Bergmen expressed that Cully and Concordia neighborhoods bear most of the noise given their location.

Mr. Slapikas restated his issue regarding the delay between idle and 73% power. Mr. Imperati asked that the continuous overhead conversation be taken offline and to the CNAC forum.

Informational Presentation: PDX Customer Service Program

Mr. Walt Marchbanks, the Port's Sr. Manager of Customer Relations at PDX, provided the following information on the PDX Customer Service Program:

- PDX has great culture of success that is evident by comments people make about the airport when talking about Portland, and the several awards the airport has won.
- The airport partners closely with TSA, Travel Portland, the consulate core among other travel partners and that makes a huge difference.
- The Port surveys 4,000-5,000 passengers annually and uses this data to inform improvements. Such improvements include more power outlets and comfortable seating. This data is also used to make decisions about capital projects based on available resources.
- When thinking about the customer experience, we think about starting at the website, then transportation to airport, concessions, etc. each of these are touch points and when people have a good experience they will share with others.
- Customer Service Program oversees many different programs including conference center, live music, volunteer program, travel partners, and the Make a Connection program.
- The paging information center is located in the headquarters building and is staffed seven days a week from 6am to 11:30pm. The program averages 10,000 calls per month. Center also manages a Twitter account providing information on the airport.
- The music program established in 2002 is a volunteer program of 30 musicians playing in five locations for 200 hours per week. The program helps to enhance ambiance and provides relaxation for passengers. Program is looking to add additional locations in greeter area and an escalator location.



- The art program includes six sites rotating on a 6-12 month period. Concourse D and A both provide an honorarium and artist creates work for the space. There are some areas that are underrepresented like community or museum space, and there are conversations about how to incorporate that.
- The volunteer program is and has been the backbone of the customer service program for 24 years. These volunteers provide international flight support, staff information booths near baggage claim, rove to help people who are meandering, and attend to special projects like airline inaugurations.
- The conference center offers conference rooms and full service catering. The center is viewed more as a service than a revenue generator. Given its location in the central terminal, it is often used by corporate businesses as a gathering place before or after air travel.
- The Make a Connection program brings together representatives who are focused on customer service and is centered on very specific customer service values. The group meets about once a month. The program includes trainings, weekly communications, as well as recognition through various means, like awarded scratch and win tickets or luncheons. Annually the program holds a banquet to celebrate customer service successes.

Discussion/Comments

Mr. Sachs pointed out that departures should be added. Mr. Marchbanks replied that the chain of service for deplaning customers is the focus, but agreed that needs of those getting on and off planes should be considered.

Mr. Ron Glanville expressed amazement at the 140 people who are part of the volunteer program and inquired about the size of the staff and about the secret for getting so many volunteers. Mr. Marchbanks replied that he has five employees who work for him and that many of the volunteers are retired airline or airport workers who want to continue to be involved.

Mr. Smith shared that the next PDX CNAC meeting is May 11th and invited members of the group to attend.

Along the lines of noise issues, Mr. Bergman shared that the National Guard will be at the Cully meeting on second Tuesday in May.

Mr. Sam Imperati informed the committee that the originally slated forecast agenda item would be pushed to the next PDX CAC meeting.

Public Comment

- No public comments received



Upcoming PDX CAC Meetings:

- Wednesday, June 21, 2017 (Port of Portland Headquarters)
- Wednesday, October 18, 2017 (Port of Portland Headquarters)

Meeting Evaluation

12 Forms received.

	Too Slow	-	Just Right	-	Too Fast	No Answer
1. Pacing			10			2

	Poor	Fair	Good	Very Good	Excellent	No Answer
2. Overall Mtg Quality			3	4	1	4
3. Presentations		1	1	4	6	
4. Documents		1	1	5	5	
5. Discussion	1	1	4	4	1	1

6. Most Useful?

- PDXNext
- Vince’s Report
- Customer Service
- PDX Updates
- I actually enjoyed noise discussion. It’s refreshing to have a substantive conversation and appreciate personal expertise.

7. Least Useful

- Continuous Overhead Descent approach
- Too much time on CDO
- CDO, the discussion was already made at CNAC
- CDO x 2

8. Comments, suggestions or questions:

- Some of discussion too long
- Probably no surprise but the CDO discussion got out of hand. The more they were allowed to out talk each other the more irritating it was. Took excellent meeting down two notches.
- Clearly define roles of CNAC and PDX CAC if noise ever comes up again.
- Noise discussion went a little too long.
- Too much time giving to gentlemen’s’ specific concerns. Limit their comments as a favor to the rest of us.