



**ALBANY COUNTY AIRPORT AUTHORITY**

**CAPITAL IMPROVEMENTS COMMITTEE**

**AGENDA**

**August 2, 2023**

- 1. Approval of Minutes – May 31, 2023**
  
- 2. Terminal Expansion Project**
  - **Project Status**
  - **Sheriff's Dept. Update**
  - **Traffic Plan**
  - **Concourse B Escalators**
  
- 3. Terminal A Concourse Project**
  - **Status Updates**
  
- 4. In-Line Baggage Handling & Screening System**
  - **Status Updates**
  
- 5. Other Projects**
  - **Taxiway Pavement Project**
  - **Pavement-Paving & Grooving**
  - **Air Traffic Control Tower Projects**
  - **Fire Alarm/Suppression Project – Update**
  - **Painting Hangar 1**
  
- 6. Access Gates**
  
- 7. Communications Update**

**AGENDA ITEM NO. 1**

**CIC Committee Minutes  
May 31, 2023**



**Minutes of the Capital Improvements Committee Meeting  
of the Albany County Airport Authority**

**May 31, 2023**

Pursuant to notice duly given and posted, the Capital Improvements Committee meeting of the Albany County Airport Authority was called to order on May 31, 2023 at 12:00 noon in the Third Floor Conference Room located in the Terminal at the Albany International Airport, Albany, New York by the Capital Improvements Committee Co-Chairs, Sari O'Connor and Steven Heider, with the following present:

**MEMBERS PRESENT**

Sari O'Connor (Committee Co-Chair)  
Steven Heider (Committee Co-Chair)  
Tom Nardacci (Committee Member)  
Kevin Hicks (Committee Member)  
Janet Thayer (Committee Member)

**MEMBERS ABSENT**

Samuel A. Fresina (Ex Officio)  
John-Raphael Pichardo (Committee Member)

**STAFF**

Philip F. Calderone, Esq., Chief Executive Officer  
Christine Quinn, Airport Counsel  
Michael Zonsius, Chief Financial Officer  
Matt Cannon, Government Affairs  
Liz Charland, Administrative Services  
John LaClair, Airport Engineer  
Connor Haskin, Airport Planner

**ATTENDEES**

Daniel P. McCoy, Albany County Executive  
George Penn, Director of Operations Albany County  
Jeffery Jamison, Esq., Counsel to the Executive - Albany County  
Mary Rozak, Albany County Director of Communications  
Dennis Feeney, Majority Leader  
Kelly Melaragno, CHA Consulting, Inc.  
Giavanna Burdick, Intern CHA Consulting, Inc.  
Rob Wagner, Turner Construction  
Paul McDonnell, Lead Airport Planner CHA Consulting, Inc.  
Leslie K. Foster, Siena Research Institute Business Development Manager  
Dr. Don P. Levy, Director Siena Research Institute  
Tony Salerno, Albany County



Ms. O'Connor noted we have a quorum.

Ms. O'Connor and Mr. Calderone welcomed County Executive Dan McCoy to the meeting.

**1. Approval of Minutes**

Mr. Hicks moved to approve the minutes of the May 3, 2023 meeting. The motion was adopted unanimously.

**2. Siena College Research Institute Presentation**

Dr. Levy presented the results of the Albany International Airport Passenger Experience Survey which ran February 28 through April 17, 2023. (A copy of Dr. Levy's presentation is attached.)

**3. Terminal Expansion (Contract No. 1082)**

**Albany County Communications Team Presentation**

Mary Rozak, Director of Communications for Albany County advised that she and her team are very excited at the invitation to work with the Authority on communications regarding the Airport Terminal Expansion Project. Below is a link to Ms. Rozak's video presentation:

<https://youtu.be/RhgDy8qVnUA>

Ms. O'Connor advised that at the next regular Board meeting of the Authority a Memo of Understanding will be presented and approved.

Kelly Melaragno, CHA Consulting, Inc. presented an update of the Central Terminal Passenger Screening Expansion and Amenities Enhancements. (A copy of Ms. Melaragno's presentation is attached.)

Rob Wagner from CHA provided an update on the Terminal Expansion.

Mr. Heider advised the Sheriff's Department has requested a more visible location during the terminal construction project and once the construction is complete.

**4. Terminal A Concourse Project**

Mr. LaClair provided an update on the Concourse A Rehabilitation.

**5. Master Plan**

Mr. Haskin provided an update on the Master Plan. (A copy of his power point presentation is attached.)



**6. In-Line Baggage Handling & Screening System**

Mr. LaClair provided an update on the In-Line Baggage Handling & Screening System. He advised he has a meeting scheduled this week with the design company, Vic Thompson Company.

**7. Other Projects**

Mr. LaClair provided updates on the Taxiway Pavement Project and the Fire Alarm/Suppression Projects.

Ms. O'Connor advised the June 5, 2023 regular Board meeting is being rescheduled to June 12, 2023.

There being no further business, the meeting was adjourned at 1:30 p.m.



**ALBANY COUNTY AIRPORT AUTHORITY  
CAPITAL IMPROVEMENTS COMMITTEE**

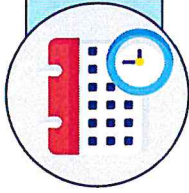
**AGENDA**

- 1. Approval of Minutes – May 3, 2023**
- 2. Siena College Research Institute Presentation**
  - Survey Results
  - Discussion
- 3. Terminal Expansion Project**  
**ADD-ON – Albany County Communications Team Presentation**
  - Communications MOU-ACAA/County Staff Presentation/Q&A
  - Bid Packages Status
  - Project Status-CHA
  - Sheriff's Dept. Location-Discussion
- 4. Terminal A Concourse Project**
  - Status Updates
- 5. Master Plan**
  - Status Updates
- 6. In-Line Baggage Handling & Screening System**
  - Status Updates
- 7. Other Projects**
  - Taxiway Pavement Project
  - Fire Alarm/Suppression Project
- 8. June 5, 2023 Board Mtg. Resolutions-Materials/Discussion**

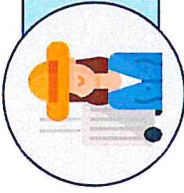


# Albany International Airport: Passenger Experience Survey

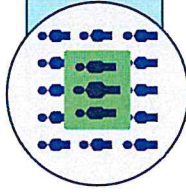
# Methodology



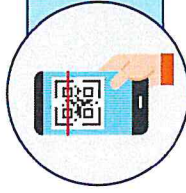
**February 28 – April 17,  
2023**



**751 Albany Airport  
Visitors**



**Convenience Sample**



**Collection by QR Code**



**Collection by  
Interception**



**ALBANY**  
INTERNATIONAL AIRPORT

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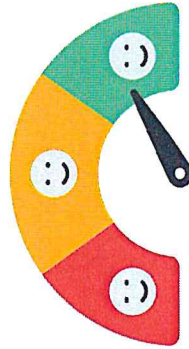
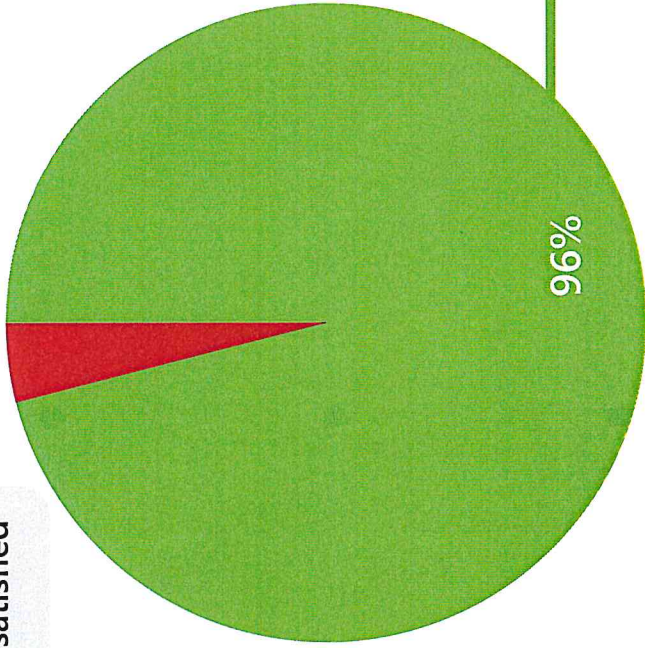
# Overall Satisfaction

Overall, how satisfied are you with the passenger experience at Albany International Airport?

Very/somewhat satisfied

Not very/not at all satisfied

4%

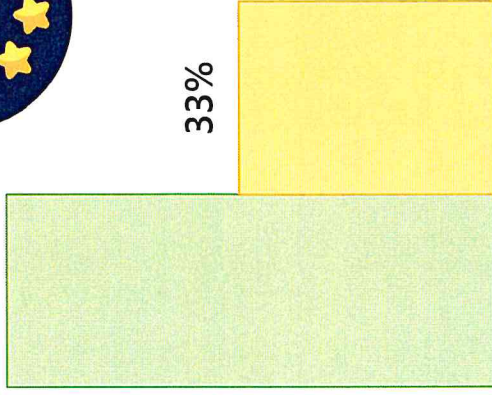


63%

33%

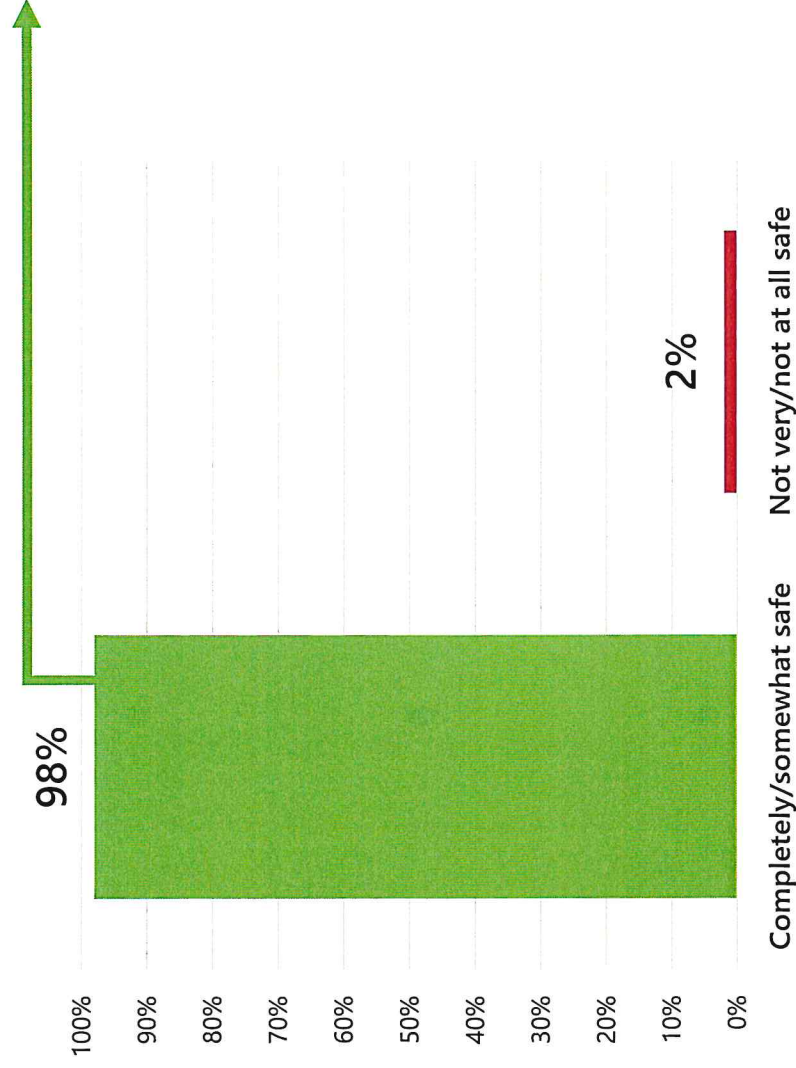
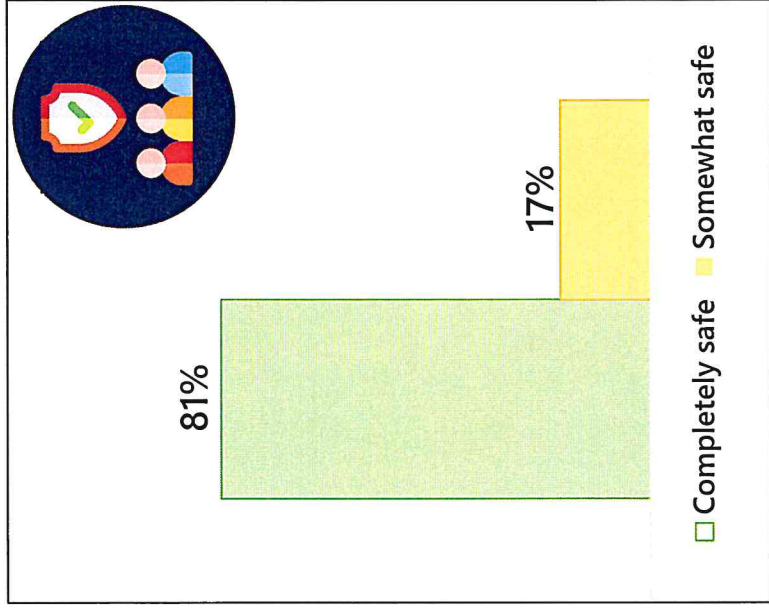


Very satisfied Somewhat satisfied



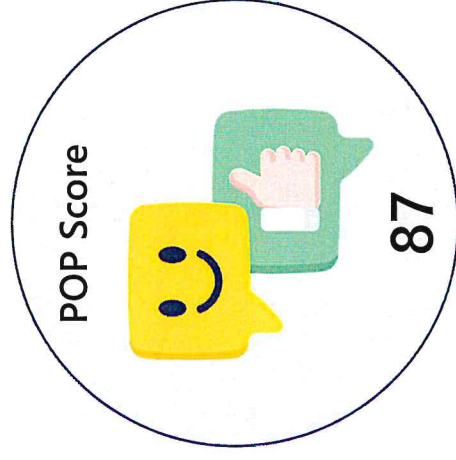
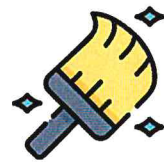
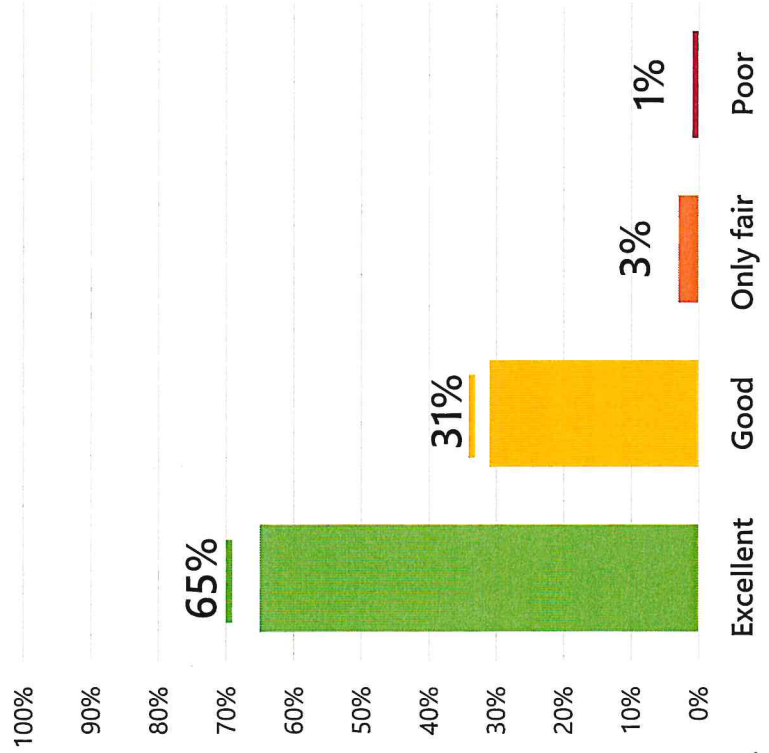
# Overall Safety Concerns

How safe do you feel at the Albany International Airport?



# Overall Cleanliness

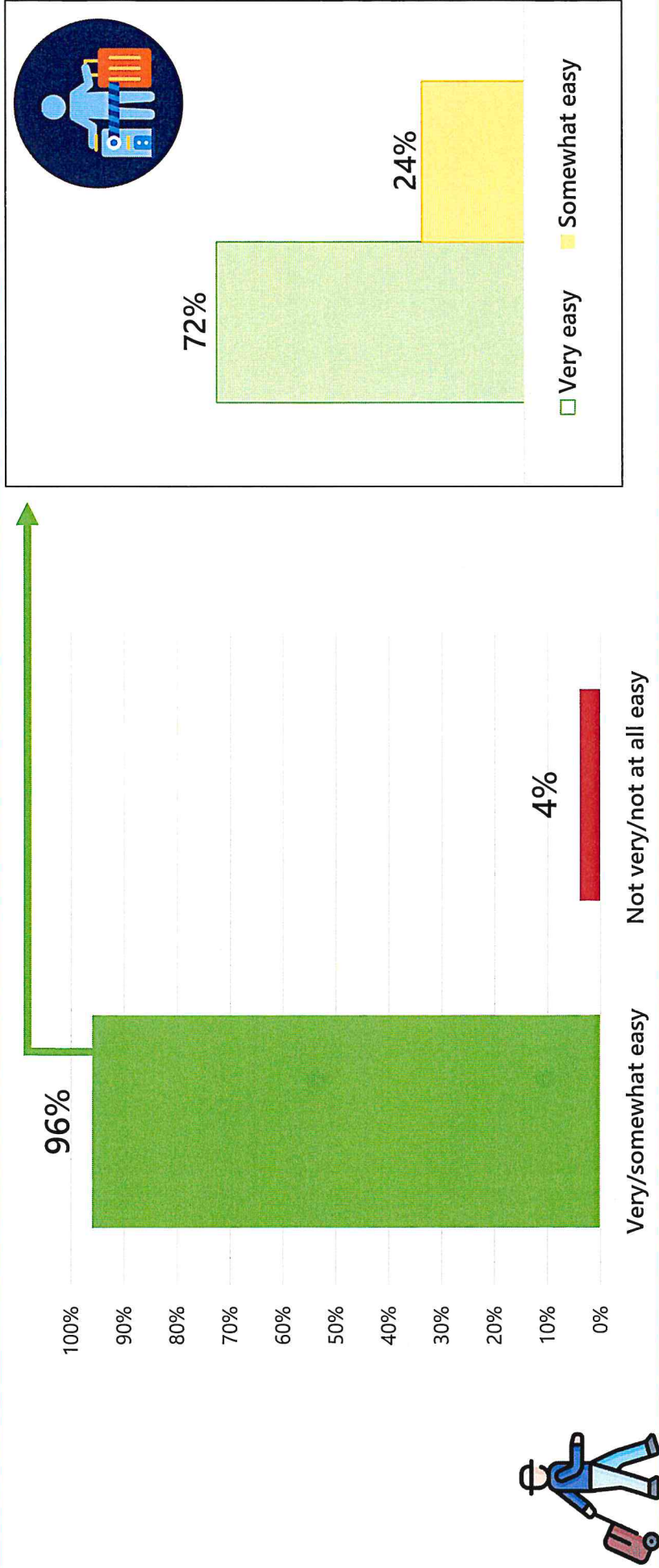
Overall, how would you rate the cleanliness of the airport?



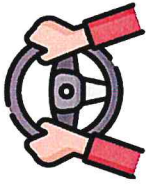
Overall cleanliness of airport

# Overall Ease

How easy would you say it is to be a passenger here at Albany International Airport, including getting to and from your plane with all your luggage?



# Four Chapters



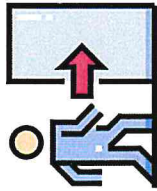
Getting There



Check-In / Security

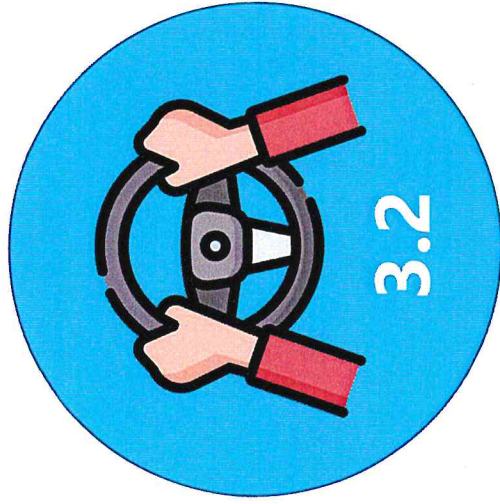


Waiting for your Plane

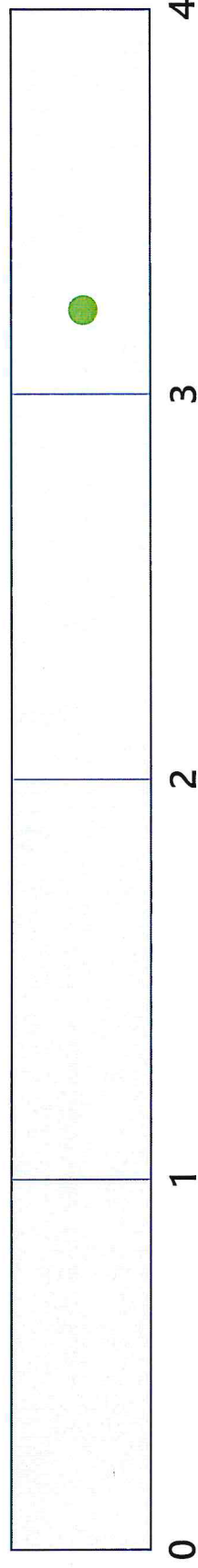


Leaving the Airport

# Getting There

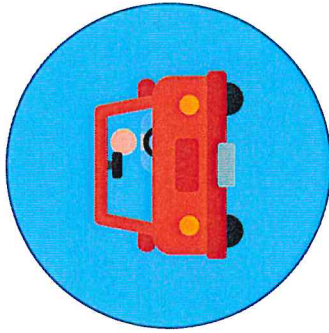


Getting There Criteria	Overall Grade
Ability to drive into the airport	3.5
Drop-off safety	3.2
Parking signage	3.0
Parking availability	3.0



# Getting There

Ability to drive into the airport



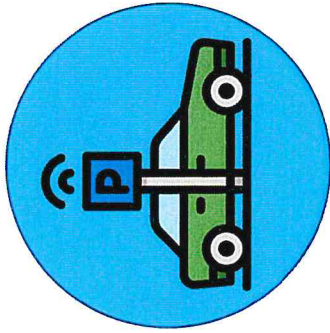
Grades A, B	Grades C, D, F
90%	8%

Drop-off safety



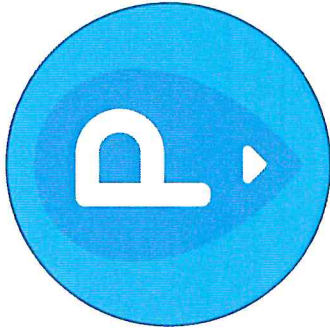
Grades A, B	Grades C, D, F
81%	14%

Parking availability



Grades A, B	Grades C, D, F
66%	24%

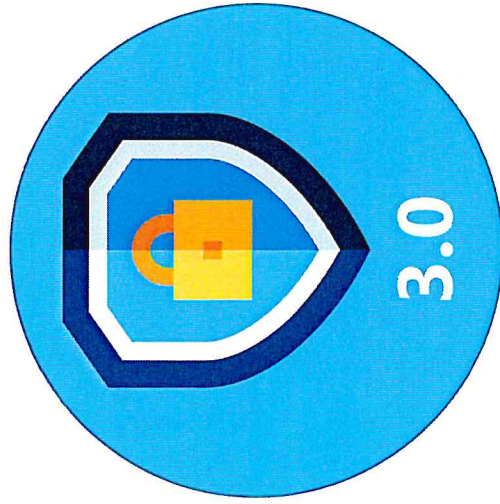
Parking signage



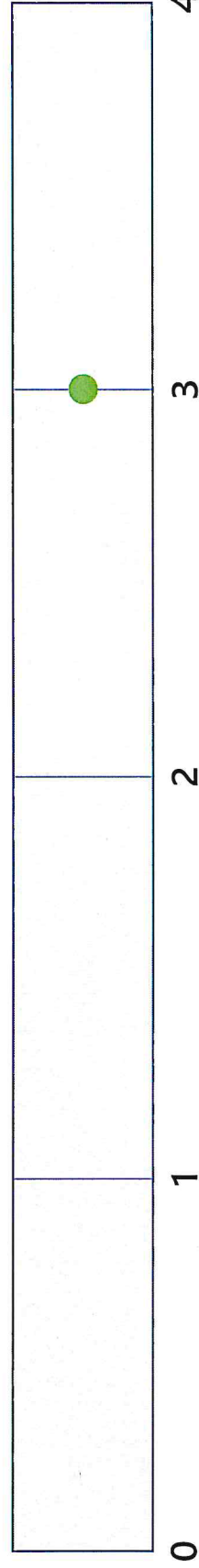
Grades A, B	Grades C, D, F
75%	21%



# Check-In / Security



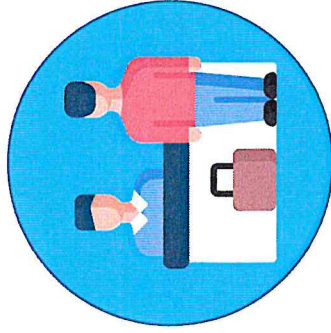
Check-in/Security Criteria	Overall Grade
Ease of check-in	3.3
Ease of baggage drop-off	3.2
Signage to security	3.1
Presence of information about flight departures	3.1
Orderly line at TSA	3.0
Time it takes to get through TSA	3.0
Presence of amenities including food, beverage, or a place to sit without going through security	2.1





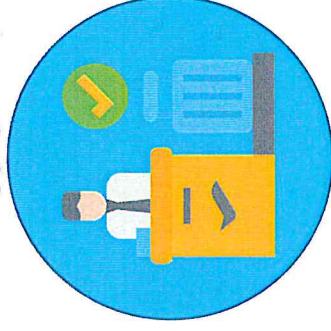
# Check-In / Security

Ease of check-in



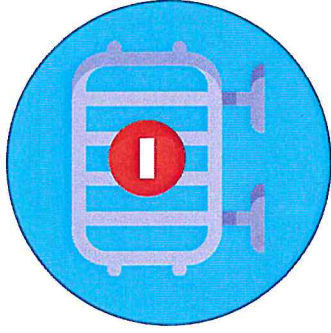
Grades	Grades
A, B	C, D, F
86%	12%

Ease of baggage drop-off



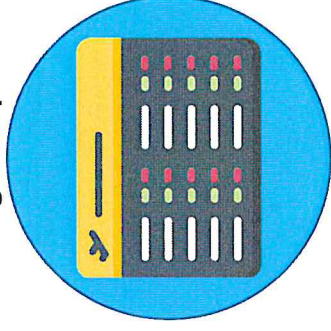
Grades	Grades
A, B	C, D, F
77%	14%

Signage to security



Grades	Grades
A, B	C, D, F
77%	19%

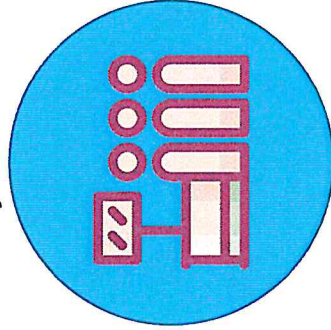
Presence of information about flight departures



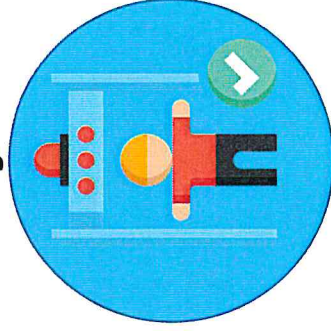
Grades	Grades
A, B	C, D, F
81%	18%

# Check-In / Security

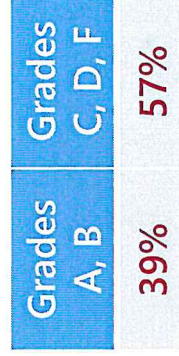
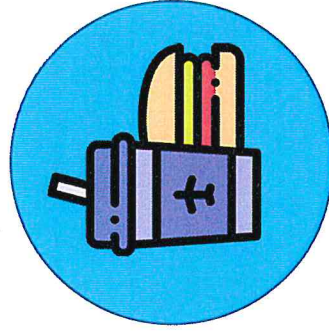
Orderly line at TSA



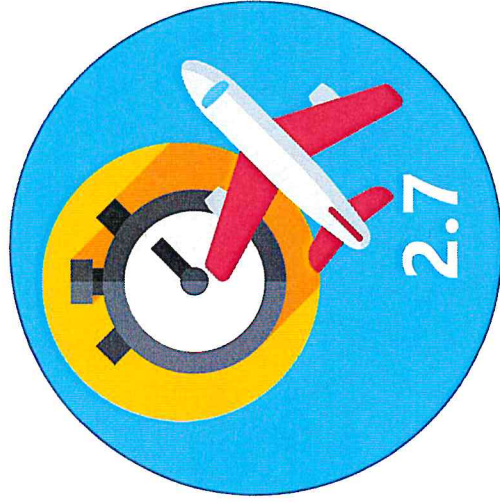
Time it takes to get through TSA



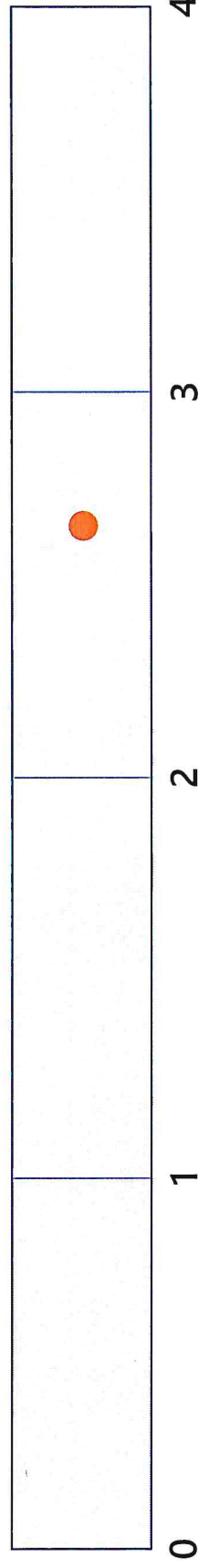
Presence of amenities including food, beverage, or a place to sit without going through security



# Waiting for Your Plane

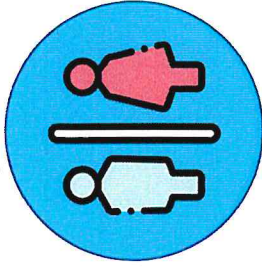


Waiting for Your Plane Criteria	Overall Grade
Restroom availability while waiting for your plane	3.3
Information/signage directing you to your gate	3.2
Restroom cleanliness while waiting for your plane	3.2
Wi-Fi quality	2.8
Availability of seating at gates	2.8
Quality of seating at gates	2.7
Ability to charge electronic equipment	2.6
Business center availability	2.5
Availability of food and beverages while waiting for your plane	2.4
Availability of retail while waiting for your plane	2.4
Room to put yourself together after getting through security	2.3
Reasonable cost of food and beverages while waiting for your plane	2.2
Reasonable cost of retail items while waiting for your plane	2.2



# Waiting for Your Plane

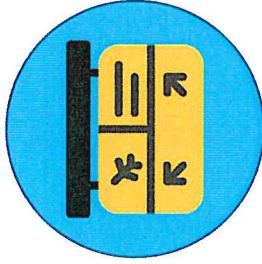
Restroom availability while waiting for your plane



Grades A, B	Grades C, D, F
85%	14%



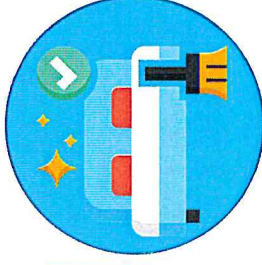
Information/signage directing you to your gate



Grades A, B	Grades C, D, F
85%	14%



Restroom cleanliness while waiting for your plane



Grades A, B	Grades C, D, F
80%	16%

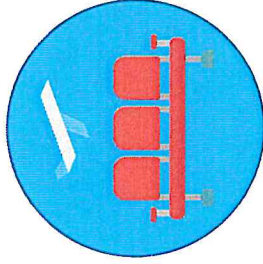
Wi-Fi quality



Grades A, B	Grades C, D, F
56%	25%



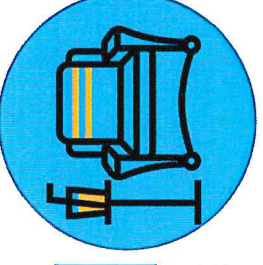
Availability of seating at gates



Grades A, B	Grades C, D, F
68%	32%



Quality of seating at gates

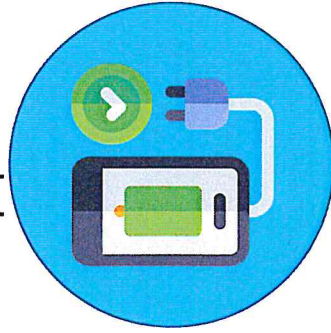


Grades A, B	Grades C, D, F
63%	36%



# Waiting for Your Plane

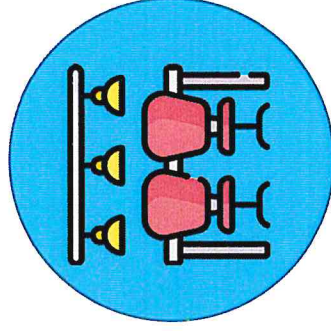
Ability to charge electronic equipment



Grades A, B	Grades C, D, F
54%	38%

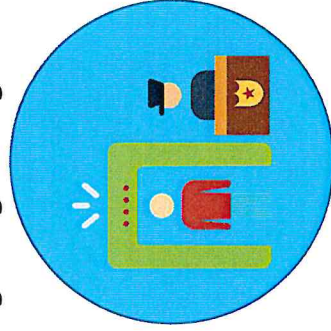


Business center availability



Grades A, B	Grades C, D, F
23%	19%

Room to put yourself together after getting through security

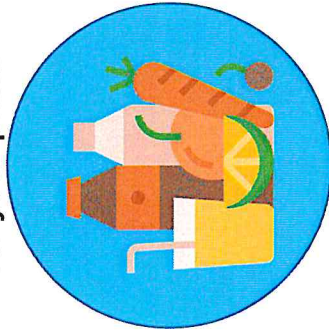


Grades A, B	Grades C, D, F
44%	55%



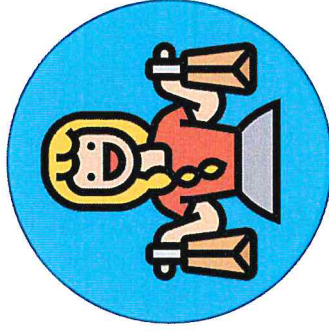
# Waiting for Your Plane

Availability of food and beverages while waiting for your plane



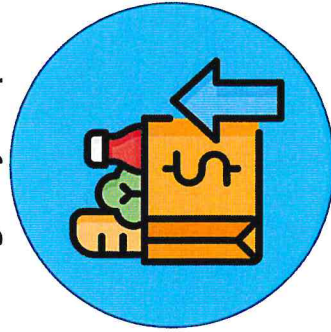
Grades A, B	Grades C, D, F
49%	50%

Availability of retail while waiting for your plane



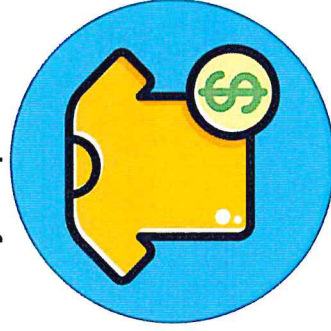
Grades A, B	Grades C, D, F
45%	48%

Reasonable cost of food and beverages while waiting for your plane



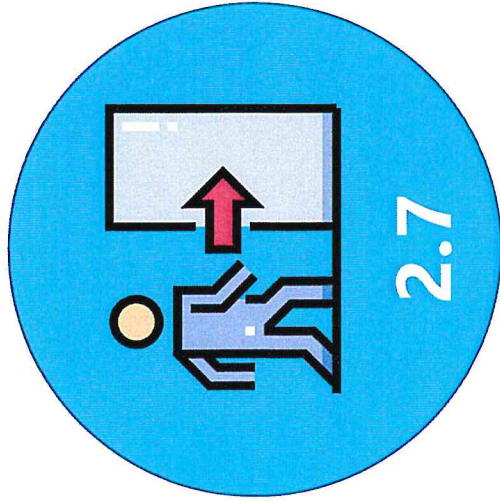
Grades A, B	Grades C, D, F
34%	63%

Reasonable cost of retail items while waiting for your plane

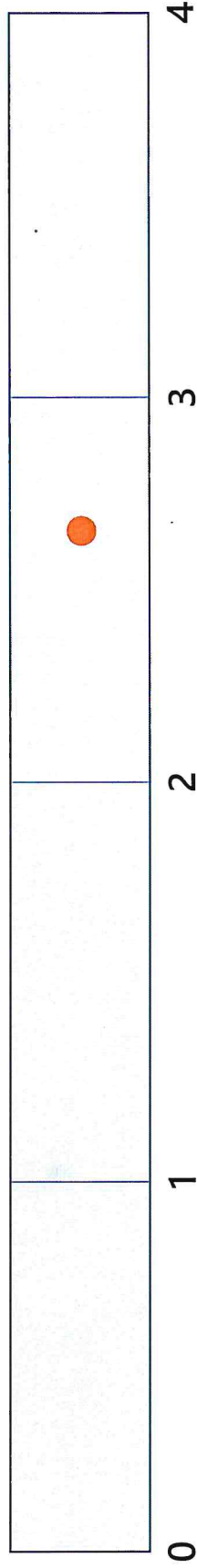


Grades A, B	Grades C, D, F
29%	57%

# Leaving the Airport

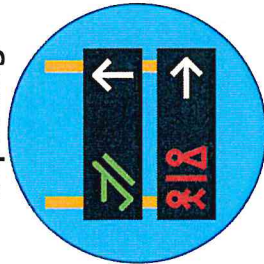


Leaving the Airport Criteria	Overall Grade
Signage upon deplaning	3.0
Your experience getting your baggage	2.9
Ease of getting to parked vehicle	2.9
Safety at curbside pick-up	2.9
Ease of being picked up curbside	2.9
Clarity of where to obtain ground transportation	2.6
Availability of ground transportation	2.5
Parking costs	2.4
Availability of food and beverage while leaving the airport	1.9



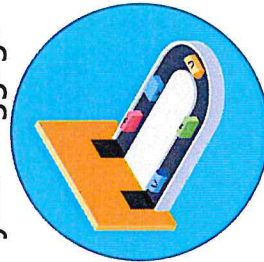
# Leaving the Airport

Signage upon  
deplaning



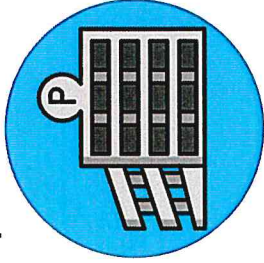
Grades	Grades
A, B	C, D, F
72%	23%

Your experience getting  
your baggage



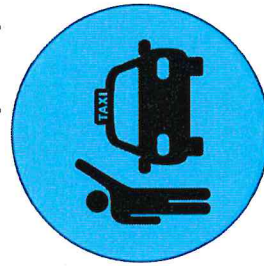
Grades	Grades
A, B	C, D, F
63%	26%

Ease of getting to  
parked vehicle



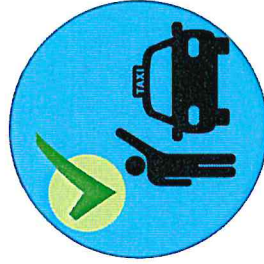
Grades	Grades
A, B	C, D, F
61%	26%

Safety at  
curbside pickup



Grades	Grades
A, B	C, D, F
68%	24%

Ease of being picked up  
curbside

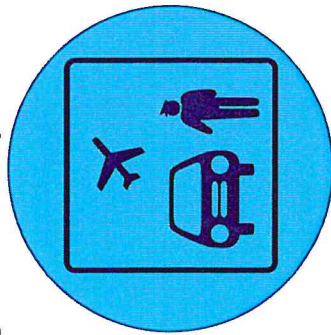


Grades	Grades
A, B	C, D, F
64%	26%



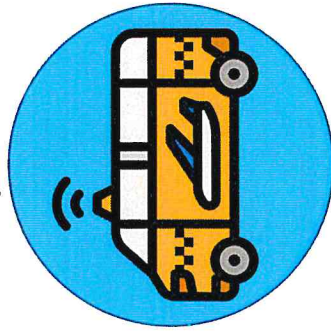
# Leaving the Airport

Clarity of where to obtain ground transportation



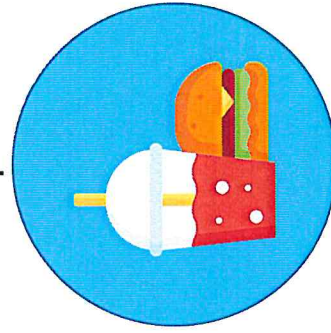
Grades A, B	48%
Grades C, D, F	31%

Availability of ground transportation



Grades A, B	40%
Grades C, D, F	33%

Availability of food and beverage while leaving the airport



Grades A, B	35%
Grades C, D, F	49%

Parking costs

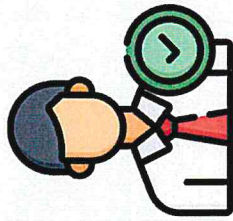


Grades A, B	25%
Grades C, D, F	56%



# Albany Airport Employees

Now thinking about people that work at the airport, in general, what grade would you give employees on each of the following:  
(Grade A / B / C)



## Professionalism

40 / 43 / 13

3.2



## Friendliness

38 / 41 / 16

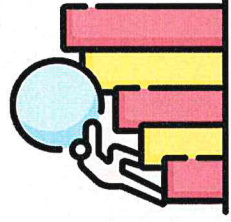
3.1



## Efficiency

32 / 47 / 16

3.1



## Going the Extra

25 / 41 / 25

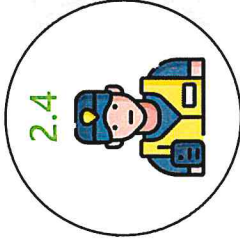
2.8

# Potential New Features

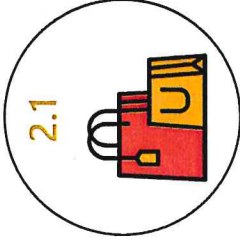
Would you be very much in favor, somewhat in favor, indifferent, or opposed to:



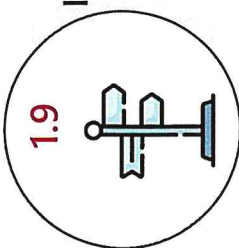
2.5  
Adding more food choices in the terminal  
POP Score: 83



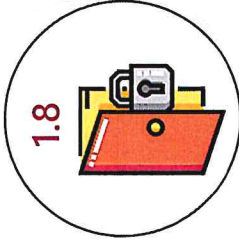
2.4  
Expanding the area for TSA Security check  
POP Score: 80



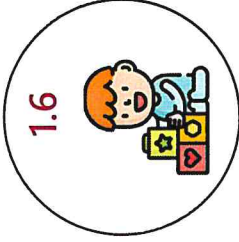
2.1  
Opening up more shopping options in the terminal  
POP Score: 70



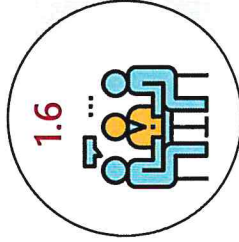
1.9  
Installing more signage outside the airport  
POP Score: 61



1.8  
Providing privacy pods in the terminal  
POP Score: 60



1.6  
Building a child play area  
POP Score: 53



1.6  
Enhancing the business center  
POP Score: 53

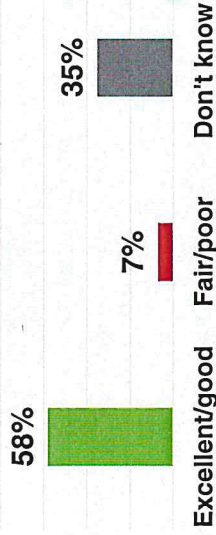
# How Good a Job

How good a job do you think the airport is doing on each of the following?

Providing assistance to passengers with disabilities

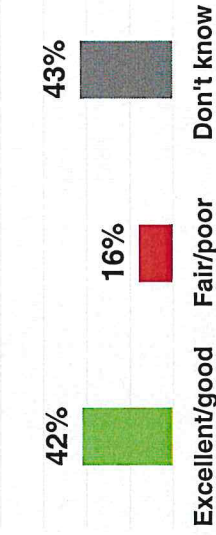
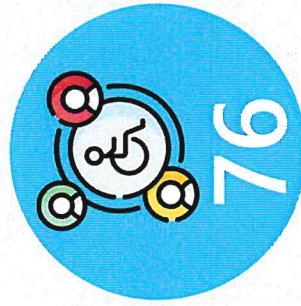
Promoting sustainable/green initiatives

Responding to concerns passengers may have due to COVID



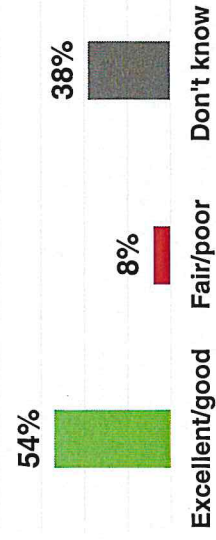
Of those that do have opinions...

POP Score



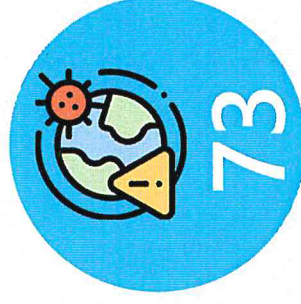
Of those that do have opinions...

POP Score

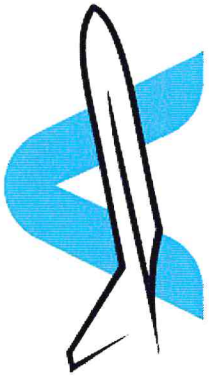


Of those that do have opinions...

POP Score







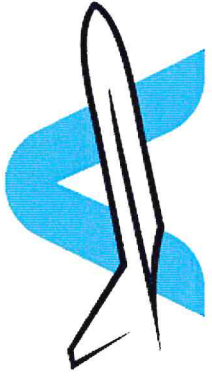
# Central Terminal Passenger Screening Expansion and Amenities Enhancements

PROJECT UPDATE: 05.31.2023

**Turner**

**CIWA**





Schedule Overview as of May 31, 2023:

