



ALBANY COUNTY AIRPORT AUTHORITY

MINUTES OF THE PUBLIC COMMUNICATIONS COMMITTEE

AGENDA

September 13, 2023

Pursuant to notice duly given and posted, the Public Communications Committee meeting of the Albany County Airport Authority was called to order on September 13, 2023 at 11:00 a.m. in the Third Floor Conference Room located in the Terminal at the Albany International Airport, Albany, New York by the Public Communication Committee Chair, Tom Nardacci, with the following present:

MEMBERS PRESENT

Tom Nardacci (Committee Chair)
Steven Heider (Committee Member)
Sari O'Connor (Committee Member)
Samuel A. Fresina (Ex Officio)

MEMBERS ABSENT

Kevin R. Hicks, Sr.
John-Raphael Pichardo
Janet M. Thayer

STAFF

Philip F. Calderone, Esq., Chief Executive Officer
Christine Quinn, Airport Counsel
Michael Zonsius, Chief Financial Officer
Liz Charland, Administrative Services

ATTENDEES

Jeff Jamison, Counsel to the Albany County Executive
Cameron Sagan, Public Information Officer Albany County
Naishly Ortiz, Albany County
Toma Vardhami, Albany County
Erin Crotty, Senior VP CHA Consulting, Inc.

1. Approval of Minutes

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



2. Master Plan Communications:

Ms. Crotty provided an update on the future meetings on the Master Plan.

3. Capital Project Communications

Mr. Sagan provided an update on the Capital Project Communications.
(Powerpoint attached.)

Mr. Nardacci made a motion to go into Executive Session to discuss:

ES-1 – Personnel Matter.

There being no Action taken and no further business, the meeting was adjourned at 11:25 p.m.



**ALBANY COUNTY AIRPORT AUTHORITY
PUBLIC COMMUNICATIONS COMMITTEE**

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- 1. Approval of Minutes
Public Communications Committee Meeting – May 3, 2023**
- 2. Master Plan Communications**
- 3. Capital Project Communications**



Airport Communications Update

September 13, 2023


Our Communication Goals:

- Engage with the public, communicate why this project is important to them and the community
- Engage with key stakeholders
- Engage with elected officials – Federal, State, County Legislature, etc.
- Support key stakeholder staff throughout

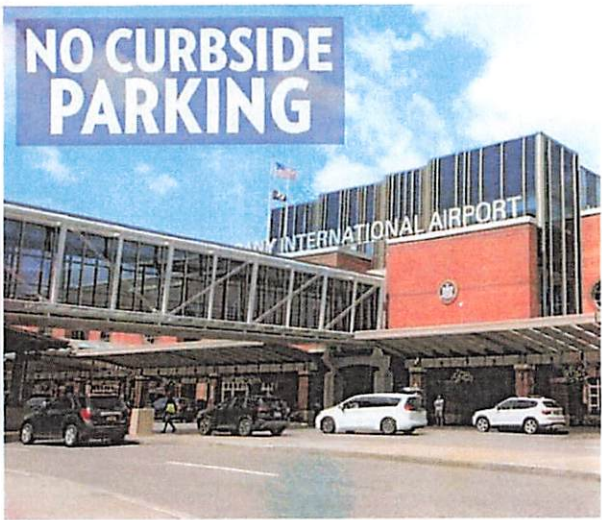
Progress Made to Date:


- Social media graphics
 - Informational: What to expect when you get to the airport
 - Commercial lanes closing September 20
 - Arriving two hours prior to flight
- Information video
 - Preventing congestion in front of airport


Airport Info. Graphic Examples:


 Albany International Airport
1h · 🌐

As construction activity ramps up at ALB, guests are reminded that curbside parking is not allowed. For those waiting for arriving passengers, our short-term parking lot and the cell phone lot on Albany Shaker Road will both remain open.
#GoingPlacesALB

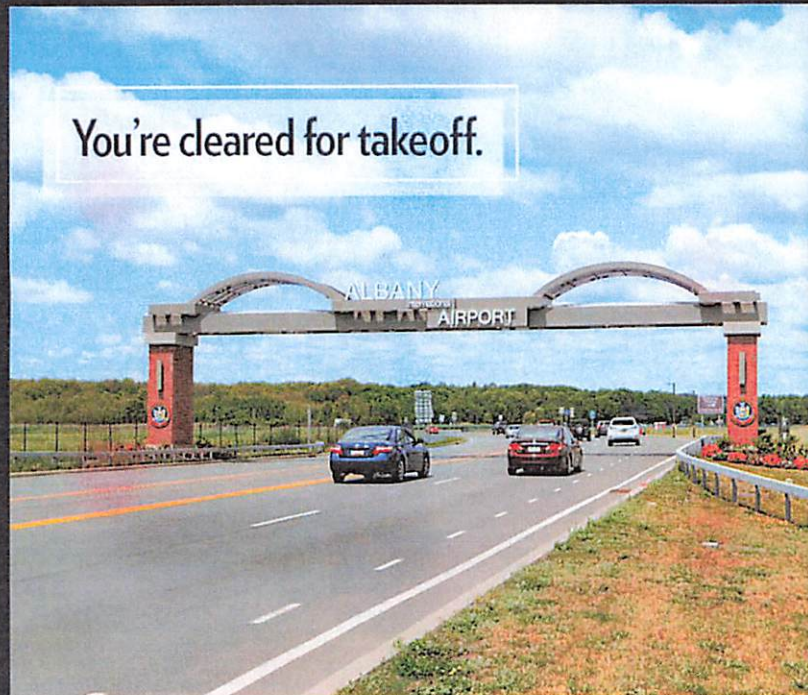


 #GoingPlacesALB



 #GoingPlacesALB

Info. Graphic Examples (continued...)



You're cleared for takeoff.



#GoingPlacesALB

Reminder:

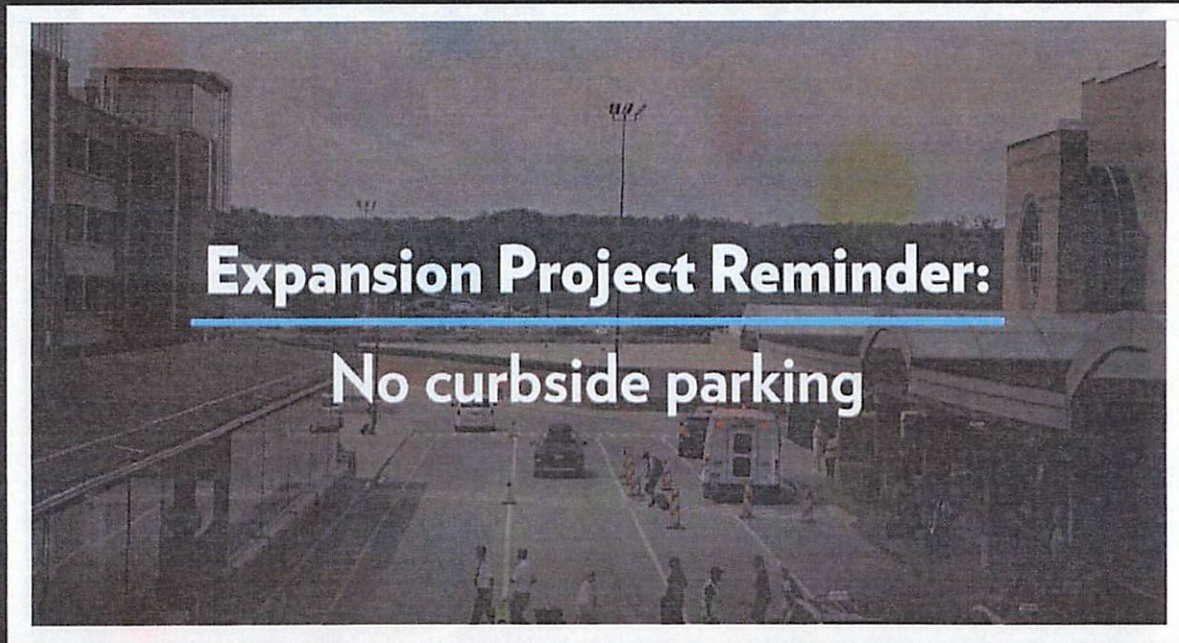
**Arrive at the airport
2 hours before your flight**



#GoingPlacesALB

Informational Video on Curbside Parking:

- [Video link here](#)



Latest Updates:

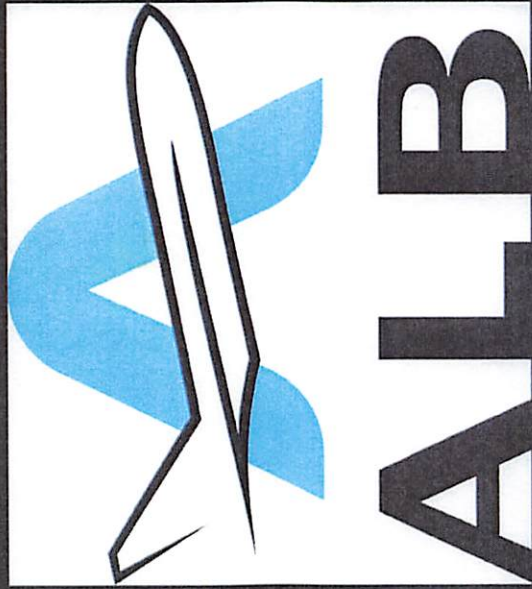
- Getting shots for “before and after”
 - Dunkin’ relocating
 - Pedestrian walkway
 - Parking garage
 - General outdoor shots
- “Man on the Street” videos – interviewing complete; videos to come soon

Strategies moving forward →

- Need notification of major construction moments for video and photos
 - Good for time lapse and to provide informational updates through social media
 - What's coming next? Removal rotunda, walkway, etc.
- Validator Interviews for Project Highlights
 - Who are our primary validators that we will interview?
 - Who is writing the script?
 - Where are we shooting interviews?
 - Need to schedule date for next month

Input from the Board & Airport Staff

Questions, thoughts, concerns, comments?



NOTICE

ALBANY COUNTY AIRPORT AUTHORITY

PUBLIC COMMUNICATIONS COMMITTEE

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ALBANY COUNTY AIRPORT AUTHORITY

CAPITAL IMPROVEMENTS COMMITTEE

MEETING NOTICE

Notice is hereby given of the following Capital Improvements Committee Meeting of the Albany County Airport Authority:

The Albany County Airport Authority will hold a Capital Improvements Committee meeting on Wednesday, September 13, 2023 at 12:00 noon. The meeting will be held in the Conference Room in the 3rd Floor Conference Room located in the Main Terminal at the Albany International Airport, Albany, New York.

*Posted
Website / Info Desk
Chauld*

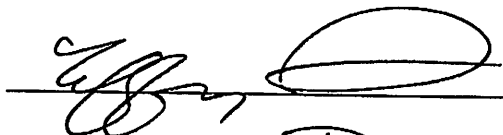
Albany Times Union
News Plaza
Box 15000
Albany, New York 12212

ALBANY INTERNATIONAL AIRPORT
737 ALBANY SHAKER RD
Albany NY 12211

Account Number: 061026000
Order Number: IPLATU0021786
Order Invoice Text: Public Communications Committee Meeting 9.13.2023

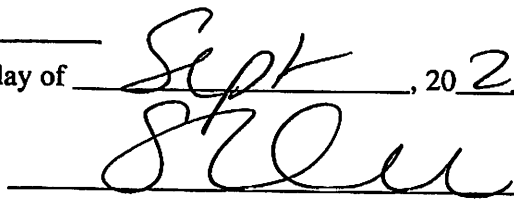
D LaCoppola / T Duquette / A Tunstall of the city of Albany, being duly sworn, says that he/she is a principal Clerk of THE TIMES UNION, a daily newspaper printed in the county of Albany, Town of Colonie, and Published in the County of Albany, Town of Colonie and the City of Albany, aforesaid and that notice of which a printed copy is annexed has been regularly published in the said ALBANY TIMES UNION on the following dates:

09/12/2023



Tiffany Duquette

Subscribed and sworn to before me, this 12 day of Sept, 2023



Notary Public Albany County

SUSAN QUINE
NOTARY PUBLIC-STATE OF NEW YORK
No. 01QU6396414
Qualified in Rensselaer County
My Commission Expires 08-19-2027

IPLATU0021786

Albany Times Union
News Plaza
Box 15000
Albany, New York 12212


ALBANY INTERNATIONAL AIRPORT
737 ALBANY SHAKER RD
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09/12/2023

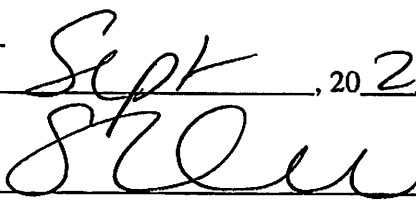
SUSAN QUINE
NOTARY PUBLIC-STATE OF NEW YORK
No. 01QU6396414
Qualified in Rensselaer County
My Commission Expires 08-19-2027



9/12/2023

Tiffany Duquette

Subscribed and sworn to before me, this 12 day of Sept, 2023



Notary Public Albany County

IPLATU0021786

**ALBANY COUNTY AIRPORT AUTHORITY
PUBLIC COMMUNICATIONS COMMITTEE
MEETING NOTICE**

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CAPITAL IMPROVEMENTS COMMITTEE
MEETING NOTICE**

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ALBANY COUNTY AIRPORT AUTHORITY

CAPITAL IMPROVEMENTS COMMITTEE

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Liz Charland

From: Liz Charland
Sent: Tuesday, September 12, 2023 10:26 AM
To: Janet Thayer; John-Raphael Pichardo; John-Raphael Pichardo - IPAD; Kevin R. Hicks, Sr. - IPAD; Kevin R. Hicks, Sr. (Personal); Samuel A. Fresina; Samuel A. Fresina - IPAD; Sari O'Connor; Steve Heider; Steven H. Heider; Tom Nardacci
Subject: 09132023 - Public Communications Meeting 11:00 a.m.
Attachments: 09132023 - Public Communications.pdf

Attached is the agenda for [Wednesday's](#) meeting. The book is also available on our website. Please follow the link below

[https://www.albanyairport.com/application/files/7416/9452/8560/09132023 - Public Communications.pdf](https://www.albanyairport.com/application/files/7416/9452/8560/09132023_-_Public_Communications.pdf)

The book has also been uploaded to the ipads.

Please let me know if you have any questions and whether or not you plan on attending.

Thank you - Liz



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PUBLIC COMMUNICATIONS COMMITTEE

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AGENDA



**ALBANY COUNTY AIRPORT AUTHORITY
PUBLIC COMMUNICATIONS COMMITTEE**

AGENDA

September 13, 2023

- 1. Approval of Minutes
Public Communications Committee Meeting – May 3, 2023**
- 2. Master Plan Communications**
- 3. Capital Project Communications**

AGENDA ITEM NO. 1

**Public Communications Committee Minutes
May 3, 2023**



ALBANY COUNTY AIRPORT AUTHORITY
MINUTES OF THE PUBLIC COMMUNICATIONS COMMITTEE

Public Communication
Committee Approved
09/13/2023

AGENDA

May 3, 2023

Pursuant to notice duly given and posted, the Public Communications Committee meeting of the Albany County Airport Authority was called to order on May 3, 2023 at 11:00 a.m. in the Third Floor Conference Room located in the Terminal at the Albany International Airport, Albany, New York by the Public Communication Committee Chair, Tom Nardacci, with the following present:

MEMBERS PRESENT

Tom Nardacci (Committee Chair)
Steven Heider (Committee Member)
Sari O'Connor (Committee Member)
Kevin R. Hicks (Committee Member)
Samuel A. Fresina (Ex Officio)

MEMBERS ABSENT

STAFF

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

ATTENDEES

George Penn, Director of Operations Albany County
Erin Crotty, Senior VP CHA Consulting, Inc.
Paul McDonald, VP Aviation Operations, CHA Consulting, Inc.

1. Approval of Minutes

Mr. Heider moved to approve the minutes of the March 8, 2023 meeting. The motion was adopted unanimously.

2. Siena Survey Communications - Mr. Cannon provided the following update on the Siena Survey:



Total Sample:

We completed 679 via the airport surveys. (We sent staff and students to the airport during peak times to encourage participation.)

Some of the topline takeaways:

- People are very satisfied with the passenger experience.
- They feel safe- 81% say completely.
- The airport is clean. 96% rate it excellent (65%) to good (31%).
- The airport gets similar marks for ease of getting to and from your plane with your luggage.

Good grades for:

- Ease of checking in and baggage drop off.
- An orderly line at TSA and the time it takes to get through TSA.
- Restroom cleanliness
- Friendliness of Employees

Mixed reviews on:

- Wifi
- Quality of seating
- Signage while deplaning
- Employees going the extra mile

Areas for improvement:

Room to put yourself together after TSA.

Availability and cost of food and beverages while you wait for your plane.

Mr. Cannon advised that Dr. Don Levy, Director of Siena Research Institute will attend the ACAA CIC meeting on May 31, 2023 to present the final results.

3. Master Plan Communications

Mr. Calderone provided an update on our Master Plan.

Mr. Cannon advised an Open House Public Meeting regarding the ongoing Airport Master Plan Update will be held on Tuesday, June 20 from 5-7 PM. He advised that at the meeting, attendees will have a chance to meet and speak with Airport Authority personnel, learn about the Master Plan process and draft study findings, and provide feedback on potential airport improvement over the next 20 years. The meeting will be held at CHA Consulting's office at 3 Winners Circle, Albany NY.

4. Capital Project Communications



Mr. Cannon advised the press event for the groundbreaking of the Terminal Expansion Project will be dictated by DOT. Once we are advised of the groundbreaking date we will advise the Board immediately.

Mr. Nardacci made a motion to go into Executive Session to discuss:

ES-1 – Personnel Matter.

There being no Action taken and no further business, the meeting was adjourned at 12:15 p.m.