



BOARD OF DIRECTORS | MEETING MINUTES OF MAY 28, 2019

Present: William R. Heifner, Chair
Jordan A. Miller Jr., Vice Chair
Frederic Bertley
Don M. Casto III
Paul Chodak III
Elizabeth P. Kessler
Susan Tomasky
Terrance Williams

Absent: Karen J. Morrison

CRAA Executive Staff: Joseph R. Nardone, C.M., President & Chief Executive Officer
Tory Richardson, A.A.E., Executive Vice President & Chief Operating Officer
Randy Bush, Chief Financial Officer
Casey Denny, Chief Asset Officer
Shannetta Griffin, Chief Development Officer
David Whitaker, Chief Commercial Officer

CRAA Staff: J. Aldergate, K. Bailey, T. Carter K. Easterday, J. Gardner, C. Goodwin, R. Gray, T. Henson, J. Lizotte, J. Pemberton, B. Sarkis, K. Shirer, P. Streitenberger, A. Tabor, B. Taylor

Others Present: George O'Donnel, POCAT
James Thompson, Port Columbus Historical Society
Thomas Kromer, POCAT
Kristin Studabaker, Carpenter Marty Transportation
Stephen Thieken, Burgess & Niple

CALL TO ORDER

Chair Heifner called the meeting of the Columbus Regional Airport Authority Board of Directors to order at 4:02 p.m. Tuesday, May 28, 2019.

MINUTES

Chair Heifner asked if there were any additions or corrections to the minutes of the April 23, 2019, meeting. Hearing none, Casto moved for approval; Bertley seconded. Motion passed.

COMMITTEE REPORTS

Air Service and Customer Experience Committee:

Williams reported the committee met prior to the Board meeting and discussed the following:

- Customer experience metrics
- New air service market performance
- Top air service needs
- The next Air Service and Customer Experience Committee meeting is August 27, 2019

Business Development and Logistics Committee:

Kessler reported the committee April 29, 2019, and discussed the following:

- 1Q2019 logistics dashboard
- Logistics activity and real estate initiatives are in good position and performing well
- Entered into Executive Session to discuss real estate matters
- The next Business Development and Logistics Committee is July 23, 2019

Facilities and Services Committee:

Chodak reported the committee met on May 22, 2019, and discussed the following:

- Update to major capital projects report: CONRAC, Residence Inn, utility corridor, escalators, LCK MOS, and Rickenbacker Global Logistics Park
- Capital updates-2019/2020
- Fourteen projects are on time and budget
- The next Facilities and Services Committee meeting is June 19, 2019

Finance and Audit Committee:

Miller reported the committee met prior to the Board meeting and discussed the following:

- Audit update
- Cash flow needs for capital budget initiatives
- Bush provided an overview of the April financial statements
- The next Finance and Audit Committee meeting is June 25, 2019

Human Resources Committee:

Casto reported the committee had not met since the last Board meeting and that the committee's next meeting is June 25, 2019.

President & CEO Report

Nardone provided brief remarks on the April President's Report as documented in the agenda, which may be obtained online:

<https://columbusairports.com/about-us/leadership-team/craa-board-of-directors/craa-board-meetings-and-minutes>

RESOLUTIONS VOTE

No resolutions for review.

OTHER BUSINESS

Air Service and Customer Experience

Tory Richardson, Dave Whitaker, Todd Carter and Betsy Taylor provided the Board with an update on air service and customer experience.

Air Service

- Air service market is strong
 - 48 nonstop destinations
 - 84% of top 50 markets are nonstop
- Air Service Focus – Domestic
 - Support new routes
 - Market opportunities for nonstop destinations with at least 50 passengers each day
 - Austin, San Diego, San Antonio, Kansas and Portland
- Air Service Focus – International
 - Goal to secure service to a gateway hub
 - Asia | Europe
- Route Support | Incentives
 - Operating cost reductions
 - Marketing assistance

Customer Experience

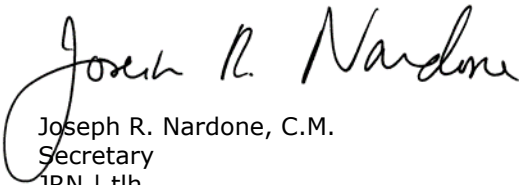
- John Glenn has approximately 22,000 visitors daily
- Conduct quarterly Airport Service Quality (ASQ) passenger surveys
 - Only global benchmarking program measuring passenger satisfaction while at the airport
 - Over 300 participating airports across 79 countries
 - Data is used to determine areas of focus for customer service improvement
- Future Focus
 - Determine consumer and technology trends and establish a comprehensive passenger experience approach

Preserve Original Columbus Air Terminal (POCAT)

Thomas Kromer, POCAT member, thanked the Board and CRAA management for supporting the 90th anniversary event for the original terminal and hangar July 13, 2019, at John Glenn Columbus International Airport.

With no further business brought before the Board, Casto motioned to adjourn; Williams seconded; Chair Heifner adjourned the meeting at 4:59p.m. Tuesday, May 28, 2019.

Respectfully submitted,

A handwritten signature in black ink that reads "Joseph R. Nardone". The signature is written in a cursive style with a large initial "J".

Joseph R. Nardone, C.M.
Secretary
JRN | tlh