



## MEETING OF THE CRAA BOARD OF DIRECTORS | MINUTES OF FEBRUARY 23, 2021

Present: William R. Heifner, Chair  
 Elizabeth P. Kessler, Vice Chair - via video conference  
 Frederic Bertley – via video conference  
 Paul Chodak, III – via video conference  
 Ramon Jones – via video conference  
 Kenny McDonald – via video conference  
 Jordan A. Miller – via video conference  
 Karen J. Morrison – via video conference

Absent: Terrance Williams

CRAA Executive Staff: Joseph R. Nardone, C.M., President & Chief Executive Officer  
 Jodie Bare, Chief Innovation Officer – via telephone  
 Casey Denny, Chief Operations Officer – via telephone  
 Jeff Evans, Chief Financial Officer – via video conference  
 Shannon Fitzpatrick, Chief People Officer – via telephone  
 Tom McCarthy, Chief Planning & Engineering Officer – via telephone  
 Amanda Wickline, General Counsel & Chief Administrative Officer

CRAA Staff: J. Gardner

CRAA Staff via telephone: K. Bailey, S. Bell, K. Easterday, C Goodwin, R. Gray, S. McQuaide, C. Price, P. Streitenberger, C. Wing

Others present via telephone: Kyle Sellers - Gilbane Building Systems  
 Brad Swank – DWL Architects

### CALL TO ORDER

Chair Heifner called the meeting of the Columbus Regional Airport Authority Board of Directors to order at 4:03 p.m., Tuesday, Feb. 23, 2021. Board member, staff and guest attendance was confirmed through visual or electronic means. Gardner confirmed that all attendees were able to hear the meeting and had access to the meeting materials.

Chair Heifner stated that the meeting was being conducted by video and telephone conference. Chair Heifner asked each attendee to identify themselves when they spoke and stated that all votes taken during the meeting would be conducted by roll call to ensure a clear and accurate record.

### MINUTES

Chair Heifner asked if there were any corrections to the minutes for Jan. 23, 2021. Hearing none, Chodak moved for approval; Jones seconded. Chair Heifner conducted a roll call vote. Motion to approve the minutes passed.

Board Member	In Favor	Opposed	Abstain
Mr. Heifner	X		
Ms. Kessler	X		
Dr. Bertley	X		



Mr. Chodak	X
Mr. Jones	X
Mr. McDonald	See note below
Mr. Miller	X
Ms. Morrison	X
Mr. Williams	Absent

Board member McDonald joined the meeting in progress at 4:07 p.m. following the approval of the January minutes.

## COMMITTEE REPORTS

### *Air Service and Customer Experience Committee:*

Bertley reported the committee met on Feb. 17, 2021 and discussed:

- Passenger satisfaction measurements: Staff spoke to the committee about the 2020 overall Airport Service Quality (ASQ) score of 4.28, which is the highest on record and exceeds our annual goal. The discussion included the drivers of satisfaction, the impact of COVID-19 on the passenger experience, and planned efforts to increase satisfaction in the area of concessions.
- Passenger air service impact: CMH's business-driven travel and airlines' focus on capturing returning leisure travel.

The committee's next meeting is scheduled May 19, 2021.

### *Business Development & Logistics Committee:*

Kessler reported that although the committee had not met since the last Board meeting, the committee members each had the opportunity to preview resolution 07-21 relating to delegation of authority to the President & CEO to establish, subject to applicable law, additional permissible areas for the consumption of beer and liquor purchased on airport premises for consumption in the terminal. Following such preview, the committee recommends approval of resolution 07-21.

The committee's next meeting is scheduled for April 21, 2021.

### *Facilities, Services & Innovation Committee:*

Chodak reported the committee met on Feb. 17, 2021 and discussed:

- January safety metrics, which were positive. The decrease in meeting attendance noted was due to operational demands of the committee members. A change in reporting of safety work orders was discussed; work orders are closed when the hazard is mitigated.
- The major capital projects report: CRAA's 2021 capital spend was briefly discussed. With only one month of reporting, there was little to report.
  - The CONRAC is progressing on schedule to begin tenant fit-out in April 2021 with a public opening in August 2021. Chodak recently toured the facility and noted that it is both innovative and impressive.
  - The Taxiway Foxtrot/Hotel Rehabilitation project is scheduled to begin construction in April with an anticipated completion in fall 2021.
  - The Rickenbacker Ramp 1 Rehabilitation – 30% of the design documents were completed and are under CRAA review.
- Innovation & Technology project report:
  - The Enterprise Project Management project is underway and will replace the CRAA's end-of-life system.
  - CRAA technology team remains focused on cyber security with key actions being implemented related to cyber assessment and awareness training.
- Review of three resolutions: 08-21, 09-21 and 10-21. The committee recommends their approval.

The committee's next meeting is scheduled for March 17, 2021.



#### *Finance & Audit Committee:*

Miller reported the committee met on Feb. 17, 2021 and discussed:

- The January 2021 financial statements which showed the following:
  - Year-to-date revenue was \$6.8 million (excluding CARES funds), ahead of a budget of \$6 million. Parking, Air Freight, and Ground Handling revenue outpaced the budget in January.
  - Year-to-date expenses were \$6.4 million against a budget of \$7 million. Expense management and cost containment continue to be a focus.
  - Actual operating income surpassed the budget by \$1.4 million.
  - Utility costs are down, and headcount is similar to 2020 year-end figures.
  - A net loss was realized in the hotel operations due to low occupancy.
  - Rickenbacker contributed \$894,000 toward the operating income.
  - The balance sheet remains strong. With \$236.2 million in total cash and 772 days of unrestricted cash on hand, CRAA surpassed the Moody's Average benchmark of 695 days of cash.
- Rockbridge, our hotel operating consultant, provided an update on the status of the hotels, both the Fairfield and Residence Inn.
- Fitch Rating Agency affirmed the A- rating of our CFC bonds related to the CONRAC project.

The committee's next meeting is scheduled for March 17, 2021.

#### *Human Resources Committee:*

Morrison reported the committee has not met since the last Board meeting.

The committee's next meeting is scheduled for March 17, 2021.

## **PRESIDENT & CEO REPORT**

Nardone provided brief remarks regarding the December President's Report, which may be obtained online:

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

Nardone shared the following top takeaways:

- New federal mask requirement: President Biden issued an Executive Order on Feb. 2, 2021, promoting COVID-19 safety in domestic and international travel. The federal requirement to wear face masks in airports and on airplanes was seamlessly implemented. In addition, CRAA continues to seek out opportunities for essential transportation staff to be included in the vaccine rollout.
- Air service: The combined passenger activity from CMH and LCK for January was approximately 3,590 passengers departing daily, which is 38% of pre-pandemic levels. Southwest's seasonal flights to Cancun and Sarasota will return on March 13 and new air service to Boston via American Airlines will launch on August 17, operating two times daily. Rickenbacker's international cargo tonnage was up 33% over January 2020 and activity in February is currently outpacing February of 2020.
- 2020 | 2021 snow season: In February, there have been many demands on the airport operations teams and a busy snow season. CRAA's weather goals are to remain open, operational and safe. Airfield maintenance crews and the surge team were commended for their multiple overnight, weekend and holiday shifts to clear over 25 inches of snow.

## **Resolutions**



**RESOLUTION #07-21** of the Columbus Regional Airport Authority delegating authority to the President & CEO to establish, on or after April 8, 2021, and subject to applicable law, additional permissible areas for the consumption of beer and intoxicating liquor purchased on airport premises.

MOVED: F. Bertley;

SECONDED: P. Chodak III

YEA: 8 NAY: 0

ABSTAIN: \_\_\_\_\_

Board Member	In Favor	Opposed	Abstain
Mr. Heifner	X		
Ms. Kessler	X		
Dr. Bertley	X		
Mr. Chodak	X		
Mr. Jones	X		
Mr. McDonald	X		
Mr. Miller	X		
Ms. Morrison	X		
Mr. Williams	Absent		

**RESOLUTION #08-21** of the Columbus Regional Airport Authority authorizing a contract in the amount of \$326,900.00 with Aero Specialties Inc. for the purchase of fifty (50) air cargo dollies, Project #20005, for use at Rickenbacker International Airport.

MOVED: J. Miller;

SECONDED: P. Chodak III

YEA: 8 NAY: 0

ABSTAIN: \_\_\_\_\_

Board Member	In Favor	Opposed	Abstain
Mr. Heifner	X		
Ms. Kessler	X		
Dr. Bertley	X		
Mr. Chodak	X		
Mr. Jones	X		
Mr. McDonald	X		
Mr. Miller	X		
Ms. Morrison	X		
Mr. Williams	Absent		

**RESOLUTION #09-21** of the Columbus Regional Airport Authority authorizing a professional services agreement with Critical Business Analysis, Inc. in the amount of \$345,000.00 for software, licensing, hosting and professional services for Project #21037, PMWeb Implementation.

MOVED: E. Kessler;

SECONDED: J. Miller

YEA: 8 NAY: 0

ABSTAIN: \_\_\_\_\_



Board Member	In Favor	Opposed	Abstain
Mr. Heifner	X		
Ms. Kessler	X		
Dr. Bertley	X		
Mr. Chodak	X		
Mr. Jones	X		
Mr. McDonald	X		
Mr. Miller	X		
Ms. Morrison	X		
Mr. Williams	Absent		

**RESOLUTION #10-21** of the Columbus Regional Airport Authority to approve and authorize increased spending in the amount of \$409,937.35 under the cooperative State of Ohio State Term Schedule (STS) Contract #534548 with Proteam Solutions, Inc. for temporary professional staffing services at John Glenn Columbus International Airport, Projects #9911b – Consolidated Rental Car Facility (CONRAC) and #17037 – Active Directory Upgrade.

MOVED: K. Morrison;

SECONDED: P. Chodak III

YEA: 8 NAY: 0

ABSTAIN: \_\_\_\_\_

Board Member	In Favor	Opposed	Abstain
Mr. Heifner	X		
Ms. Kessler	X		
Dr. Bertley	X		
Mr. Chodak	X		
Mr. Jones	X		
Mr. McDonald	X		
Mr. Miller	X		
Ms. Morrison	X		
Mr. Williams	Absent		

## MOTION TO ADJOURN

Chair Heifner announced that the Board will continue to meet by video conference through May 2021. A further review of the Governor's orders at that time will determine the procedure for future meetings.

With no further business brought before the Board, Chair Heifner adjourned the meeting at 4:42 p.m. on Tuesday, Feb. 23, 2021.

Respectfully submitted,

Joseph R. Nardone  
 Secretary  
 JRN | cp/jdg