



**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**







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**AGENDA**

**May 3, 2023**

- 1. Approval of Minutes  
Public Communications Committee Meeting – March 8, 2023**
- 2. Siena Survey Communications**
- 3. Master Plan Communications**
- 4. Capital Project Communications**



**ALBANY COUNTY AIRPORT AUTHORITY**

**MINUTES OF THE PUBLIC COMMUNICATIONS COMMITTEE**

**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.