FAYETTEVILLE REGIONAL AIRPORT
COMMISSION MEETING
HAMILTON CONFERENCE ROOM
Tuesday, September 24, 2024
2:00 P.M.

ATTENDANCE
Mr. Naynesh Mehta, Dr. Robert Hambly, Ms. Karen Ewart, Mrs. Liza Hondros, Mr. Qu 'derrick Covington, Mrs. Judy Dawkins, Mr. Steve Harper

ABSENT
Mr. Robert Van Geons, Mr. Devin Heath

OTHERS
Mr. Andrew LaGala, Airport Director
Mr. Deontae Watson, Deputy Airport Director
Ms. Kelly Olivera, Assistant City Manager
Ms. Trinia Wolfe, Senior Administrative Assistant
Mrs. Una West, Administrative Assistant
Alex Hill, Marketing Specialist
Becca LaGala, Director's wife

Mrs. Hondros called the meeting to order at 2:01 PM

ITEM 1: Consider Approval of the Agenda

Mr. Mehta asked for a motion to approve the agenda.

Dr. Hambly made a motion to approve the agenda.

Mrs. Hondros seconded the motion.

ACTION: The motion was carried unanimously.

ITEM 2: Consider approval of the minutes of the meeting held August 27, 2024

Mrs. Hondros asked for a motion to approve the minutes.

Mr. Harper made a motion to approve the minutes.

Mrs. Dawkins seconded the motion.

ACTION: The motion carried unanimously.

ITEM 3: Management Report

Mr. Watson introduced new Airport Director, Mr. Andrew LaGala and gave the management report (please see attachment).

ITEM 4: Commission Members Concerns

Commission members asked questions regarding new hangars. Mr. Watson stated that bids would be going out soon and a selection would soon follow.

Mr. Harper wanted to know why the visit from White House wasn't shared with Commission. Mr. Watson assured them that a very short notice was given on Mr. Perez's visit.

Mr. Covington and Mrs. Hondros requested new update on Art in the Airport and stated that they would like to see art from Cumberland County School (CCS) system, as well as the local colleges and universities in the area.

ACM Kelly Olivera explained the Art Initiative to Commission. She let everyone know that the Arts Council has two RFPs out and will be taking the lead on Airport Art.

Mr. Mehta stated that the parking lot crack seal needed attention and that there needed to be brighter lighting in the Parking Lot entrance area. Mr. Watson assured him that it would be addressed.

ITEM 5: The next regularly scheduled meeting of the Airport Commission will be Tuesday, October 29, 2024 at 2:00 PM

Mrs. Hondros asked for a motion to adjourn.

Mr. Harper made a motion to adjourn.

Mr. Covington seconded the motion.

The meeting was adjourned at 2:35 P.M.

Ms. Karen Ewart, Secretary
Transcribed: TLW

Airport Commission | Manager Report

Tuesday, September 24, 2024 @ 2:00pm

Deontae K. Watson, A.A.E., NCAP
Interim Airport Director

Welcome Mr. Andrew LaGala, Airport Director

- Mr. Andrew LaGala joins us from the Lynchburg Regional Airport, where he has served as Airport Director since November 2019.
- Previously, Mr. LaGala served as the Assistant Airport Director of Operations, followed by three years as the Manager of Commercial Real Estate and Airline Affairs for the Tampa International Airport.
- Mr. LaGala is a licensed private pilot, with a career in aviation spanning 30 years.
- He received his B.S. in Aviation Business Administration from Embry-Riddle Aeronautical University and received his Accredited Airport Executive designation in 2018.

Fly FAYETTEVILLE NC
REGIONAL AIRPORT

Operations Update

American, Delta, & Charter Operations

- American operating fourteen (14) flights per day (in/out) in August.
- Delta operating four (6) flights per day (in/out) in August. ***(8) Flights (in/out) Starting November 11th.***
- Sun Country Charter Flights to KACY continue at two (2) flights per month.

Fly FAYETTEVILLE NC
REGIONAL AIRPORT

CY24 Enplanements/Impacts/Action

- Total enplanements for all carriers in August 2024 was 14,631 with deplanements at 14,382.
- A total of 29,013 passengers flew in/out in August 2024.
- That's a 0.1% *decrease* in total enplanements calendar year year-to-date.
- Rental Car Revenues in August 2024 were *up* 21.26% as compared to August 2023
- Parking Lot Revenue in August was at 2% *decrease* calendar YTD compared to 2023.
- TNC Revenue (Lyft) in August was at a 34% increase calendar YTD compared to 2023.
- Peer to Peer Car Sharing Revenue (TURO) in August was at a 75% *decrease* calendar MTD (agreement started in February 2024).

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Key Performance Indicators

- **Average Load Factor (LF) Target is 80%**
- **American LF & PAX** was at 82% LF in August 2024. PAX count is *up* 1.4% calendar year-to-date due to added frequency.
- **Delta LF & PAX** was at 92.1% LF in August 2024. PAX count was *down* 2.7% calendar year-to-date due to not having an afternoon flight.

- **Current Ridership Averages:**
  Business – 36%
  Personal – 41%
  Military – 21%
  Other – 2%

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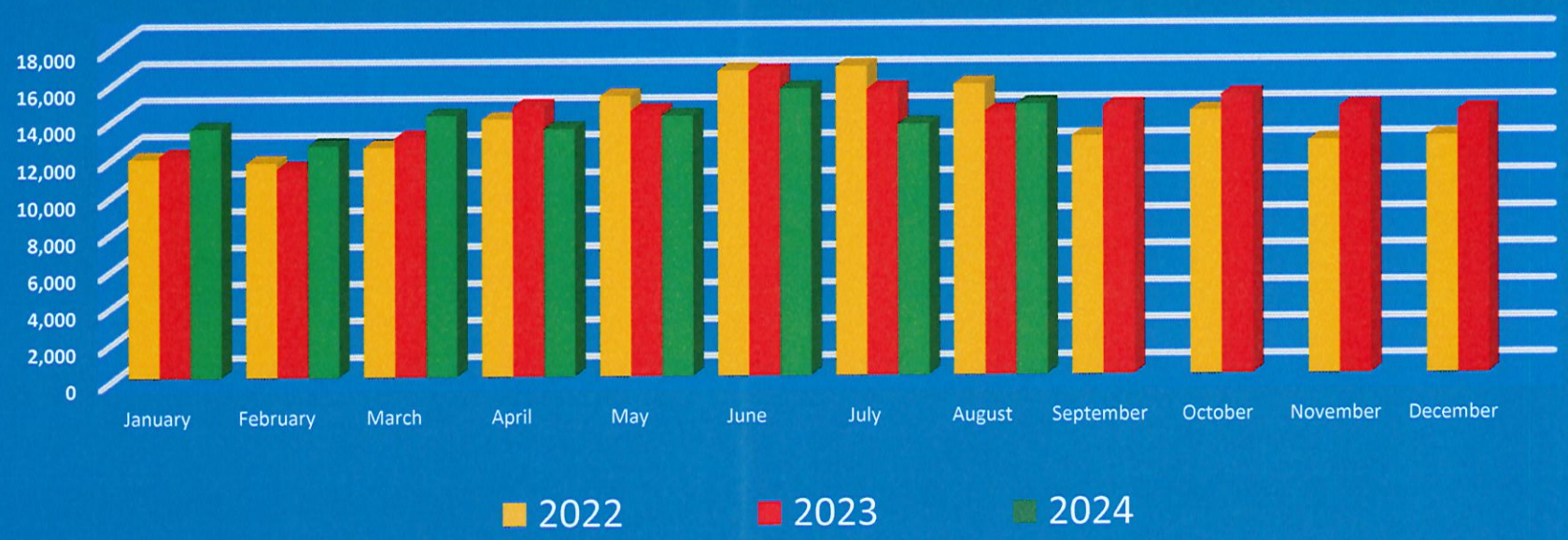
Enplanements CY22 – CY24



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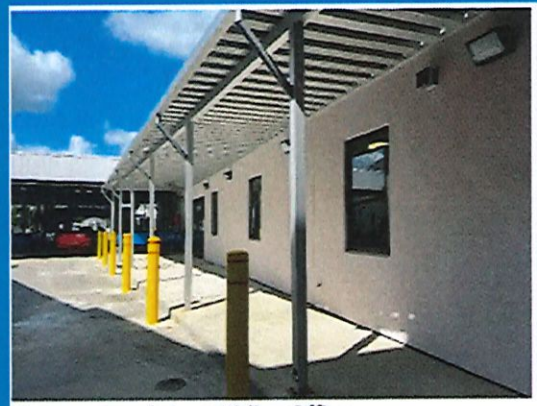
Terminal Renovations Phase III

VCT & Ceiling tiles installed at Airline Office

Casework installed at Airline Office

Concourse B expansion



Canopy complete at Airline Office

VIP Lounge restroom fixtures & accessories installed at VIP Lounge

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Marketing Update

Customer Satisfaction Survey

97.3% Average Rating/Total Surveyed 6,353

- Auto parking facilities 98%
- Bathrooms 98.1%
- Waiting areas 98.1%
- Airport signage 97.2%
- Wi-Fi 96.2%
- Baggage carts 97.8%
- Receipt of checked bags 95.4%

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Point of Interest – MWR Awards

FAY received the Advertiser Award at the recent MWR Awards.
This is an award to highlight FAY's sponsorship to the MWR via online and digital ads in 32 locations across Fort Liberty.

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Social Media – Facebook and Instagram

Facebook

Content Interaction increased 55.4% over the last month

Total reach was up 43.6% with 83.8k total impressions.

Link clicks increased 192.1% - link clicks include links in the bio and links directly in posts.

Instagram

Content Interaction decreased 86% over the last month, but should increase as we continue to hone content.

Total reach was down 95.3%

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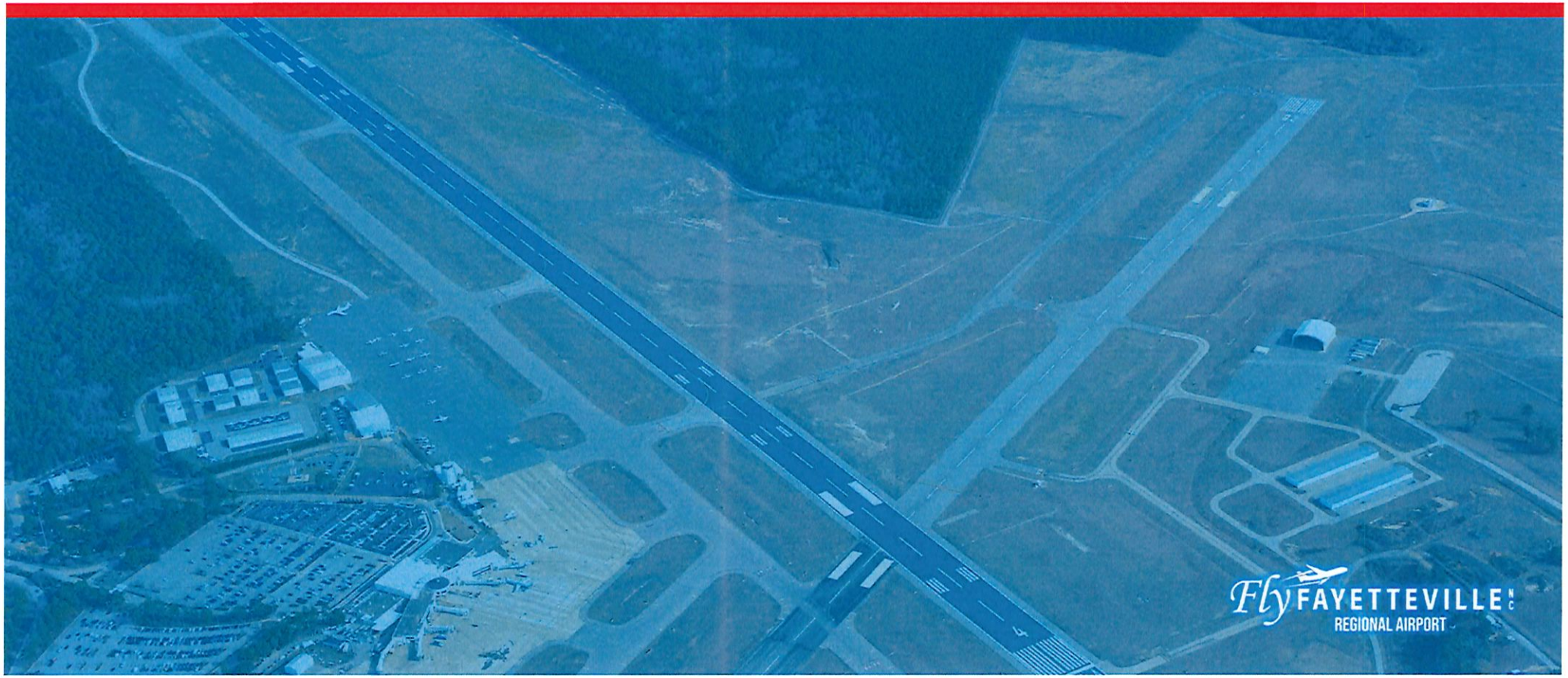
Questions?