



Citizen Noise Advisory Committee
 Advocacy for the Public - Advisory to the Port
 Portland International Airport (PDX)
 c/o Noise Management Department
 Port of Portland, PO Box 3529, Portland, Oregon 97208

Meeting Minutes - Jan. 8, 2015

CNAC Members in Attendance (alpha order by first name)		
Beverly Bruender	At-Large (City of Portland)	<input type="checkbox"/>
Bob Braze	Washington County	<input checked="" type="checkbox"/>
Brad Robison	Clackamas County	<input checked="" type="checkbox"/>
Brian Freeman	City of Gresham	<input checked="" type="checkbox"/>
Craig Walker	Clark County	<input checked="" type="checkbox"/>
Joe Smith	Multnomah County	<input checked="" type="checkbox"/>
Karen Meyer	At-Large (City of Maywood Park)	<input checked="" type="checkbox"/>
Kelly Sweeney	City of Portland	<input checked="" type="checkbox"/>
Laura Young	City of Portland, CNAC Vice Chair	<input type="checkbox"/>
Mark Clark	Fairview/Troutdale/Wood Village, CNAC Chair	<input checked="" type="checkbox"/>
Ron Schmidt	City of Portland	<input checked="" type="checkbox"/>
Mike Merchant	City of Vancouver	<input checked="" type="checkbox"/>
Mike Yee	City of Vancouver	<input checked="" type="checkbox"/>
Tina Penman	At Large (Port of Portland)	<input type="checkbox"/>
Staff Members in Attendance		
Phil Stenstrom	Port of Portland Noise Program Manager	<input checked="" type="checkbox"/>
Jerry Gerspach	Port of Portland Noise Management	<input checked="" type="checkbox"/>
Jason Schwartz	Port of Portland Noise Management	<input checked="" type="checkbox"/>
Technical Members and Guests in Attendance		
Maj. Tony Bierenkoven	Oregon Air National Guard	<input type="checkbox"/>
Members of the Public in Attendance		

Introductions and Adopt Minutes – 5:30 PM

Mark Clark, CNAC Chair, called the meeting to order and asked everyone present to do a brief introduction. Phil Stenstrom introduced Meghan Doherty as the new note-taker. He then passed around the CNAC roster and asked everyone to check his or her contact information for accuracy.

Mark Clark asked if anyone had changes or additions to the previous meeting notes. Joe Smith motioned to approve the meeting notes. The motion passed unanimously.

PDX General Manager – 5:36 PM

Daren Griffin, PDX General Manager, began his presentation. He explained the different groups he manages for PDX, Hillsboro, and Troutdale airports (groups related to passenger experience, general aviation, maintenance, noise program, etc.) He then discussed the CY 2015 New Season

International Service. Griffin mentioned that Sean Loughran was at the meeting last month and talked about new business they have. This growth is a reflection of the economy and shows that Portland metro is doing well. There was a lot of air service added in 2014 and there will be more in 2015, including international additions. Airline business is a good one right now; many of the airlines have extra aircraft and are looking for places to put them. One international addition for 2015 is with Icelandair for service to Reykjavik. This begins May 20 and will be offered twice a week (Wed/Fri), 757 service, will depart at 3:40pm and arrive at 6:15pm.

Joe Smith asked for clarification on the departure and arrival time, stating that the flight duration is not accurately reflected.

(Clarification: Flights will depart PDX on Wednesdays and Fridays at 3:40pm, arriving at Keflavik International Airport the next morning at 6:15am. Return service arrives at PDX from Keflavik on Tuesdays and Thursdays at 6:15pm.

Daren Griffin said PDX now has nine international destinations year round. Passenger growth has been steady since the recession. There were close to 16 million passengers for 2014, which is an increase from 12.9 in 2009. According to the FAA designation, PDX now qualifies for large-hub airport status. Daren Griffin stated that 1% of everyone getting on a plane this year will go through Portland. PDX is handling this growth but still doing it with fewer landings and takeoffs as airplanes getting both larger and quieter. In addition, 90% of seats are filled on planes; there are rarely empty seats anymore. Daren Griffin stated that this is all reflecting good economic times, and that fewer landings and takeoffs means good things for minimizing the airport's noise footprint.

Joe Smith asked about the effect of the decline in global oil prices. Daren Griffin responded that no one knows how long the low prices will last, but that hopefully airlines will save that money to be put towards modernization projects in the future. The cost to fuel planes is the lowest it has been in five years or so, but these prices are temporary so they are probably buying as much as they can right now.

Kelly Sweeney asked what the biggest bottlenecks at PDX currently are. Daren Griffin answered that these occur at the terminal gates. He also mentioned a need for more capacity in Concourse B. The central terminal area cannot be made bigger, so PDX needs to think about how to process more passengers with the same space. In addition, the roadway is one of the shortest in the industry. It is a cul-de-sac and therefore cannot be lengthened. There is congestion in early mornings and late evenings.

Mark Clark asked about the status of long-term parking. He mentioned that three years ago PDX did not think it would need to add more parking. Daren Griffin responded that there are no current plans to expand as PDX has enough parking capacity for now. PDX did raise the price twice (it was \$16 in 2010 and is now \$21). He hopes PDX is ten years away from needing to add more parking. One idea is to pull rental cars from the garages and have a separate rental car garage close enough so that passengers can still walk to their terminal easily. PDX would like to

hang onto that model as long as possible, as opposed to passengers needing to bus between the terminal and rental cars.

Joe Smith asked if cars are sent to economy parking when the long-term garage is full and Daren Griffin discussed the overflow process. The parking garages were close to being full around the holidays, but since that is just one or two days a year, PDX can manage for now.

Craig Walker asked about a possible partnership with TriMet to incentivize passengers to use MAX instead of driving. Daren Griffin said that currently 7% of passengers already come via light-rail, which is very good by any airport's standards. It is difficult to get more capacity there as there is a different congestion problem with passenger luggage. They could think about more frequent train trips to the airport in the future. Daren Griffin also acknowledged the public transit gap to Clark County, which makes up 30% of PDX business. He noted a possible need for an express bus.

Bob Braze asked if PDX has looked into Seattle's underground hubs idea. Daren Griffin answered that Seattle's airport is twice the size in terms of flights and passengers and underground work at PDX is probably a few decades away. He explained his long-term vision where the airport makes a big "H" shape, similar to LAX. This would include building terminals closer to freeway. Building underground poses many problems with water infiltration, which may always make this option infeasible.

Daren Griffin reviewed the CNAC accomplishments for 2014. Daren Griffin stressed the Port's success in community engagement, and thanked Kelly Sweeney specifically for his contributions. He discussed the winter planning meeting and stated that everyone should make sure to express their ideas, and that everyone should be working on items they find interesting. Daren Griffin urged CNAC members to bring their ideas for 2015, again mentioning the opportunities of outreach as great ideas can come from outside. He concluded by stating how CNAC is a part of the PDX success story and he is thankful to everyone who volunteers their time. He stressed that noise issues are important to PDX, as they want to be a high performing airport.

Daren Griffin asked if there were any questions.

Karen Meyer asked when Lufthansa pulled out. Daren Griffin said it was 2009. Condor is a subsidiary of Lufthansa and he has heard good things about their product. They are providing an affordable way to get to Germany, similar to Virgin America. The international service additions to PDX are targeting travelers, not business travel. That is why airlines are looking just at the summer months and only two days a week. He acknowledged that this goes both ways, as there are travelers wanting to visit the Northwest from abroad as well.

Joe Smith asked about the RNAV and RNP points. He asked if Daren Griffin perceives any future changes. Daren Griffin stated he does not sense a significant change. It is an airline maturity issue and that implementation of complete PBN usage will become more and more

commonplace. PDX has done a lot to lay groundwork. Alaska and Southwest are both big buyers of airplanes, 747s are moving out, 737-900s are coming in equipped for the entire process. He said a gradual utilization increase is expected.

Bob Braze asked about the future passenger experience with TSA. Daren Griffin responded that PDX has a great relationship with local TSA. There were longer wait times five years ago than today. TSA tries to keep wait times less than 15 minutes. This is in part due to innovative techniques implemented by TSA, such as having canines and utilizing pre-checks. They also use a hand trace test to identify explosives. PDX will stay with two checkpoints, but they will move both checkpoints closer together in the next five years. This will make more space for concessions.

Karen Meyer asked what the best use of main terminal area is since people do not use ticket counter as much. Daren Griffin said the main terminal is a great space, but a little dated. People are dropping bags and wanting to get through security quickly. He envisions a modern lobby in the future with drop off areas, lots of kiosks, and more pass-through options. They are looking for ways to open it all up, but the columns make that difficult. He acknowledged the challenge of how to make these changes while processing all these passengers. A lot of work will have to take place at night.

No members of the public were present.

The "CAC Liaison Report" was modified since Joe Smith did not have any new information to provide.

Industry Groups Policy Update – 6:16 PM

Jason Schwartz provided an update on industry engagement activity. He began with an overview of the industry engagement policy and why the Port assigns resources to these efforts. He explained they are highly engaged with FAA staff through a number of projects and programs. The Port wants to make a difference in the community and is committed to sustainability. Working collaboratively with both community and industry partners is critical to the success of the noise program. The Port strives to be a leader in all it does and noise mitigation is definitely included in that, as Daren Griffin mentioned.

Jason provided a number of examples community-focused engagement. Specifically, he mentioned collaboration with N.O.I.S.E., a lobby group in DC who advocates for communities impacted by aircraft noise. He was invited to speak at their annual Policy Summit in Austin on performance-based navigation, Port efforts to incorporate community interests in PBN development, and the overall stakeholder engagement program.. He provided the audience with ideas and strategies to bridge the gap between local communities and their airports. Jason mentioned he receives calls from airport-impacted communities around the US and abroad, asking how to encourage cooperation between airports and the FAA and affected citizens.

Kelly Sweeney asked if there is any interest from Medford, Eugene, and Pendleton communities

as those communities are growing. Are there any services CNAC could offer them? Jason Schwartz said he has heard from Eugene, not Salem, and that staff is always willing to help other communities address these issues.

Jason Schwartz stressed their commitment to advocating for communities. It is important that industry (FAA, airlines, airports, etc.,) consider how to meet their objectives which while considering community impacts.

Jason then discussed the several specific efforts involving stakeholder engagement. The first was the Recognizing Excellence and Leadership in Air Transportation for the Environment (RELATE) Core Group. The RELATE program was initiated by FAA and created by core group with representatives from multiple aviation industry sectors. Jason is one of two individuals who represent airports.

The next program discussed was the PBN Blueprint for Success Task Group. The group was tasked with compiling best practices and lessons learned for PBN projects around the United States. Members of the task group included representation from airlines, air traffic control, procedure designers, airports, and the general public. Jason's role often focused on advocating for the interests of communities that may be impacted by PBN implementation.

Jason then described his involvement with a number of committees and working group for Airports' Council International. Jason described a number of projects including co-leading a task group who developed a whitepaper with guidance for airports in preparing for and participating in NextGen projects. Again, community advocacy, engagement, and transparency were key focusses.

Next was the UC Davis Noise and Air Quality Symposium. Jason stated he is a member of the program committee and will be facilitating a session at the conference in March.

Jason has been heavily involved with the Airport Cooperative Research Program (ACRP) which is part of the National Academies. ACRP which is sponsored in part by FAA, funds "applied" research intended to help address current issues in aviation. Jason's experience has focused primarily on noise and community-impact projects. Jason is currently of a project panel focused on defining the role of airports in PBN development. The result of this research will be a guidebook for airports and airport stakeholders.

Jason is a member of the ASCENT Advisory Board. A key ASCENT program is the NoiseQuest website which is intended to provide the general public with information about aircraft noise and noise management. After significant contribution, Jason was invited to become a member of the project team.

Kelly Sweeney asked where he could find the link. Phil Stenstrom answered that it is on the CNAC ePort page and at <http://www.noisequest.psu.edu>. Jason Schwartz said NoiseQuest is looking for feedback and urged CNAC members to review the site. Kelly Sweeney suggested the

group go through the site and provide feedback at a future CNAC meeting.

The next topic Jason discussed was aircraft operator engagement. This included support of the National Business Aviation Association (NBAA) and specifically their Airports Access committee which publishes NBAA's Noise Abatement Program. Jason is the co-lead of a working group updating the program which was first created in the 1960s and prescribes practices and procedures business aircraft operators can use to minimize community noise impacts.

Jason has also worked with Helicopter Association International (HAI) which focuses specifically on helicopter operations. Jason helped expand their education and outreach program developing materials with guidance for minimizing aircraft noise and effective community outreach.

Joe Smith asked if PDX get much helicopter traffic. Jerry Gerspach said it is occasional, but not much compared to Hillsboro and Troutdale.

Bradley Robison highlighted the huge number of organizations the Port is actively involved in. Jason Schwartz assured CNAC members that the Port is not just paying membership fee but is actively engaged and that these efforts make a difference not only in our local community and region, but also for communities nationwide.

Phil Stenstrom complimented Jason's work and said Jason has the respect of all the people at the table, even if it is sometimes challenging for them hear the community voice he represents.

ORANG Update

Maj. Tony Bierenkoven was out of state for training.

Break – 6:53 PM

Mark Clark announced the break and stated it would be for 15 minutes.

Mark Clark called the meeting back to order at 7:08 PM.

Public Comment and Questions

This item was removed from the agenda, as no members from the public were present.

CAC Liaison Report

This item was removed from the agenda as Joe Smith said Phil Stenstrom's notes from the previous meeting already reflected what he and Sean had to say.

Bi-Monthly Complaint Report

Jerry Gerspach shared the bimonthly complaint report for November to December 2014. He showed how the number of complaints decreased, which is typical for that time of year. Usually there are 40-50/month but this period had about half that. One explanation is that it is colder out so windows are closed. Another is that people are focused on the holidays. Jerry Gerspach

also stated how the numbers of complaints and number of complainers are close together, showing that it is not just a small group of individuals making all the complaints this period.

The top three complainants from this period came from separate neighborhoods. Jerry Gerspach showed a monthly graph totaling complaints for 2014 to date. The graph showed a spike in the spring, which was attributed to a historically frequent contact. Jerry Gerspach then presented graphs with complaints by neighborhood. He stated that filtering the top three neighborhoods to exclude high-volume complainants resulted in seven neighborhoods that generate more than two complaints.

Bob Braze asked if complaints come in and reference a specific date and time. Jerry Gerspach answered that usually they are specific. As for Banks, the Port does not have complete radar coverage in that area, and therefore cannot tell the cause of the noise complaint.

Jerry Gerspach showed a map. Craig Walker commented that the east winds must have been influencing it, as Gresham has one complaint.

Joe Smith pointed out a typo on the slide (it should read 2014, not 2015 in the bullet points).

2014 Complaints Analysis – 7:25 PM

Phil Stenstrom presented the 2014 complaints analysis and provided a handout. The handout showed a histogram and date chart with complaints analysis for a 12-month period (ending in October). 71% of people submitted one complaint only. Six people accounted for 88% of all complaints. This was a significant jump from historical trends, showing that the busiest complainers seem to have increased.

Phil Stenstrom stated he has worked with Jerry Gerspach on changing the noise complaint process to make it more efficient for staff. They have come up with three main ideas, which Phil Stenstrom has approved and implemented this year. The first is a discretionary response and research option. This means that the Port will assume they know what high-volume repeat callers are referencing. These frequent complainers do not usually ask for a call back, and the Port can use flight track research to verify details if necessary. It will be up to the analyst on how deeply to investigate complaints from these high-volume contacts. Phil Stenstrom stated he does not want staff to spend significant time analyzing high-frequency complaints, as the content rarely changes. Jerry Gerspach said this has historically taken up 50% of his time and this process modification will be a great improvement. With the time saved the noise staff can spend more time researching and responding to other citizen complaints.

The second idea is to not fully read email comments or web format comments for those frequent complainers. Instead, they will skim emails for those who requested a response, and then respond via phone if requested. They will also develop standard email responses for frequently-asked questions, as there is usually content that does not need to be written every time. Noise staff will still write customized answers for specific situations but may also include standard information in the response.

Mark Clark asked if the Port has responded to top complainers by going out to the site with a mobile listening device to check on the noise and verify if these are legitimate complaints. Jerry Gerspach confirmed that he takes the time to verify using ANOMS and audio files if needed. Kelly Sweeney provided examples of a park where noise bounces around to show that sometimes it is unavoidable. Phil Stenstrom acknowledged that if someone says it is a problem, then it is a problem. The noise may not be above the threshold, it may not be annoying to many, but it could be a problem for a specific person. Many complaints are legitimate and if so, we want to capture that and help if we can. However, the Port cannot help most of the high-frequency complainants and the program needs to use its public resources prudently. Phil Stenstrom added that he has called many of the top complainers and met with some of them in the past. The experiences varied; some claimed the Port does nothing, others found the meetings productive.

Jerry Gerspach stated that if somebody calls, the noise team researches his or her first call of the day. They do not research subsequent calls that day (if they are calling about the same thing) but it is counted as another complaint. The Port would then investigate the event to determine if the plane was complying with noise abatement procedures.

Bradley Robison asked if the top complainers also submitted complaints to other modes/municipalities. Mark Clark reported from his experience in a previous job that it is possible.

Kelly Sweeney reported about a Multnomah resident severely debilitated by planes at 8000 feet who felt he was losing quality of life. In this case there was nothing the Port could do for him. Unfortunately, some people are just very noise sensitive.

CNAC Chair Update – 7:40 PM

Jerry Gerspach and Mark Clark discussed whether there were enough members present to have a quorum. There were three people absent, two of whom previously stated they would be unable to attend. Mark Clark told the group it is important to know in advance of possible absences as it indicates commitment and continued involvement. Craig Walker proposed the group add an agenda item at the end of each meeting to discuss who plans to attend the next meeting. This way the group can make sure it will have quorum. Phil Stenstrom said he would follow up with members who have missed multiple meetings. Mark Clark noted it is important to have balance and diversity on CNAC. Phil Stenstrom said he would look through records for past attendance and report out to the group.

Several group members stated that there may be relevant attendance by-laws. Joe Smith moved that an email be sent to the group stating that effective immediately the group will be enforcing by-laws and the motion passed. Mike Yee commented that members should decide if they do not want to be involved in CNAC, as opposed to the group pushing them out. However, if they cannot make the meetings they should resign.

Mark Clark asked the group if they could give a real commitment to help Kelly Sweeney with neighborhood association meetings. Kelly Sweeney discussed his experience at the meetings. He said he usually shows up and asks for two minutes on the agenda to represent CNAC. He always asks the audience if there are any complaints about the airport. Kelly Sweeney has gone to over 200 of these meetings and has only been told twice to not come in (once in Vancouver).

Noise Manager Update – 7:54 PM

Phil Stenstrom said that CNAC members have to use parking plaza at exit, not pay at the foot station. Karen Meyer said that pay on foot did not work for her. Jerry Gerspach commented that your ticket is good for five hours and the timer starts right when you take the ticket. Tickets for that night were valid until 9 PM. Kiosks and double tickets do not work.

Phil Stenstrom said he did not get any requests to serve in the vice-chair role and that will be a topic at the planning meeting.

Phil Stenstrom asked about tonight's food and CNAC members said they liked it. Phil Stenstrom asked about going down to food carts. The group felt it is more efficient to remain in the room and interact.

Phil Stenstrom discussed the upcoming planning meeting. He pulled last year's agenda, which allotted five hours plus a break on a Saturday in March. He asked the group if that seemed like a good timeframe and if it should be held in the Port HQ building like last time. The group agreed and members discussed last year's facilitator. They said they liked him for that event. Joe Smith recommended the group analyze the value of the facilitator in terms of cost.

Phil Stenstrom noted that it was 8:00 PM and asked the group if they want to spend a few more minutes on this topic. Members agreed. The following dates were presented to the group:

- February 7th
 - Four members would be unable to attend
- February 21st
 - Ron Schmidt will be out of town and will miss the next meeting
 - This looked like the best option for the group.
- February 28th
 - Noise Symposium is next day on Sunday and may conflict with travel plans
- March 7th
 - Two members would be unable to attend
- March 14th
 - There is another CNAC meeting March 12. The group discussed if this could take the place of that meeting.
 - Mark Clark answered that speakers are already lined up

Adjourn – 8:03

Next Meeting:

March 12, 2015 __5:30pm__
http://www.portofportland.com/PDX_Home.aspx

Portland International Airport Terminal Building
St. Helen's "B" Conference Room
7100 NE Airport Way, Portland (Located at PDX)

Meeting notes are not verbatim and were taken by Phil Stenstrom