



ATTACHMENT # 9

TO: Patricia deLaBruere,
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DATE: August 7, 2013

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FILE: 1382.16

Terminal Renovation.

Concession planning was very busy throughout July. The survey data has been compiled into a draft report that is being reviewed by staff and consultants; I expect to have the final report by mid-August. The following excerpts summarize the general findings.

Stakeholder Survey.

The Stakeholder Survey was an online survey that allowed the public to report on their experiences with current concessions and provide input on the development of future concessions at the Airport. The survey was conducted between June 5, 2013 and July 24, 2013. There were 372 respondents, 45% were male and 55% were female. 77% were at least 40 years of age, and most of the survey participants were travelers who use the airport four or more times per year.

The most frequently expressed concern regarding existing Airport concessions is the lack of options in the secure departure lounge. Regarding the existing concession offerings, the least favorable results were found in the existing food and beverage operations with mostly *poor* or *fair* ratings. For future in-terminal dining opportunities, there was a strong preference for a café or full service restaurant, indicating that travelers are looking for a more substantial food opportunity than pre-packaged sandwiches or vending machine alternatives.

Passenger Intercept Survey.

The Passenger Intercept Survey was conducted on June 4-6, 2013. The consultants used a pre-written survey on a handheld digital tablet to record responses in a friendly and informal interview setting. Typical passenger interaction with the surveyor took approximately 10-12 minutes. A total of 163 individuals were surveyed, 45% were male and 55% female. 77% were Alaska Airlines departing passengers, 10% were Part 135 passengers, 10% were employees at the airport, and 3% were Alaska Airlines arriving passengers.

The recent renovation of the terminal was positively noticed by travelers, although some felt that food and beverage should have been incorporated into the secure departure lounge. Many expressed positive overall experiences with the terminal, emphasizing its simplicity and convenience.

Airport staff has been working closely with CBJ Purchasing and Law departments to develop a friendly and straightforward solicitation that will invite creative concepts from food and beverage businesses. Rather than the traditional Request for Proposals (RFP), we are using a "Request for Letters of Interest" that requires only a modest amount of information to be supplied by the business to participate. All respondents will then be interviewed, and the highest scoring business then invited into negotiations with the Airport. This will allow us to work directly with proposers to see how their proposed food and beverage concept can align with Airport and traveler needs. This concessions contract will be for an interim period, beginning in January 2014 until the next stage of renovation is complete, approximately May 2016. It will include a possible extension to May 2018 if agreeable by the parties.

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The Request for Letters of Interest is in the final draft stages, and scheduled to begin advertisement during the week of August 12, 2013. It will run for approximately 30 days; selection and negotiations will immediately follow. Once the concessionaire(s) are selected, design modifications to airport facilities can begin. These are expected to be modest so as to minimize the need for construction and allow a smooth transition in January, 2014.

Snow Removal Equipment Facility.

Two construction contracts are underway on the SREF site. One is AEL&P's contract (approximately \$55,000) to bring electrical utilities into the site. The second is a temporary fencing contract that was awarded to AAA Fencing in the amount of \$37,300. Both projects are schedule for completion by September 30, 2013.

The building permit for the SREF has been submitted for review, and the Airport's job trailer is currently being set up. Other construction preparations have included setting up construction files and developing the budget for construction administration.

I am working with CBJ Engineering Contracts staff to prepare the "front end" documents for bidding the SREF. This includes an analysis to determine if inclusion of a Project Labor Agreement (PLA) into the contract would benefit the project. This issue is expected to be discussed at the August 14, 2013 Airport Board meeting. The project will immediately proceed with advertisement for bids once FAA assurance of funding is secured.