

## Interview 1 – Terminals

Susan Hangartner Information Services Supervisor

- two programs (Customer Information System & TOUR Program)
- 11 staff, 50 volunteers
- runs paging service

Scott Vanden Akker – Terminals

- Kiosk System (Traveler Information System)
  - Maps
  - FIDS
  - Ground Transportation Options
- IT Dept and Ground Transportation Unit can input data to the kiosks
- Palm Pilots linked to FIDS and parking space availability and used by the PCRs (Parking Control Supervisors) to advise cruising patrons of flight delays and where spaces are available in the parking garage.

Barbara LaBrossie – Business/properties – works for Nancy Greche

- input FIDS
- ADA Program
- Contracts
- Construction

Nancy Greche - Everything in terminals other than Food , Beverage & Retail shops

- Passengers
- Rental Cars
- Signage

Jane DeMarco – Airportwide Customer Service

- Station managers Interaction
- Would like to tell patrons what the roads are like
- ACE Parking will be a new system
- Terminals group only needs space availability in the garage
- Tri-Met will give arrival information for the MAX train system
- BAD System – Baggage Access & Delivery – Jane is owner and will present to airlines in May
  - Developed and supported by Mike Croston (IT)
  - Auto feeds from a very few airlines
  - Real time data feeds (MUFIDS & FIDS)
  - Airlines must give the \$ for the project
  - PDX must make their data interface available
  - Hope this system will feed into MUFIDS

## Interview 2

Vince Granato (filled Steve Schreiber's previous position)

IT Dept reports indirectly to Vince and directly to the POP IT Dept. downtown

Vince has indirect report to Schreiber and direct report to POP Finance downtown

- Responsible for Parking Revenue (\$35M/year)
- Very interested in what the vehicles are doing out on the roadways
  - No regular process for doing traffic counts (Scott King later said they do counts twice per year)
  - PDX pays a System Development Charge (SDC) to the City of Portland and Multnomah County. Fee is \$440,000 per year. Vince does not know the basis of how he gets charged this fee.
  - Port of Portland does counts
  - PDX owns the airport land
- PFCs used for a portion of the light rail (section from terminal to 82<sup>nd</sup> Street) 82<sup>nd</sup> Street to airport boundary was paid for through landswap deal with developer.
- Revenue Control System is under Sam Fowler. (Ask IT folks to give sample reports)
- Commercial Roadways
  - Implemented current changes in 1991. Previously used an annual permit fee. Since '91, it has been weight and vehicle class based
  - Hardware from vendor. Software developed by It Department
- Rental Car operators
  - On-airport Operators are charged a higher percent of their gross revenues. No van fees.
  - Off-Airport operators are charged a lower percentage of their gross revenue plus van fees for frontage use.
  - Thrifty/Enterprise/Alamo are off airport operators that have counter service in the garage. They are charged the higher percentage of gross revenue plus van fees for frontage use.
- CRBS (curbs) System – Commercial Roadway Billing System – IT wrote the s/w.
- Traveler Information System
  - No advertising aspect.
  - New advertising contract starts in April
  - Barbara LaBrosse has details on this contract
- Landing fees based on airline honor system
  - Would love to get detailed flight info on landings (ht, wt, tail #)
    - Landing reports are still handwritten received from the airlines
  - Would love to get detailed automated audit data (similar to what noise simulation models use as data feeds)
  - They currently have a manual billing process for landing fees. Wishes for an automated billing process.
  - No clear way to report and collect for overnight aircraft parking fees.
- Enterprise Resource Planning (PeopleSoft?)
- Employee Parking (ELBS or ELMS?)
  - Costs \$20/month for employees.
  - Companies are billed
  - Employee badges (swipe cards) gain entry. No pass back – no swipe on exit.
  - Indeterminate problem with employees passing badges for entry by non-employees
- Property Lease Management System
- General Ledger System

## Interview 3 – Emergency Services

Doug Roberts – AOC, Mike Brandt – Police Chief/security coordinator, Ken Cook – Fire Chief,  
Capt. Albert Matthews – Fire Prevention Training

- No common platform for viewing police records
- Both police and fire operate on the principal of mutual aid with off airport police and fire operations
- CLEM – police accident stats go to the state (Leslie Lentz?)
  - More a logging function
  - No accident record system
- LEADS – Law Enforcement Data System
- CAD System – Computer Aided Dispatch
  - Would be the same for all of the Port of Portland
  - Consultant developing an airport RFP
  - Plan is before air carriers and would need their approval for funding
- NCIC – National Crime ???
- Fire Dept. has their own reporting system.
  - Stats are kept, from which graphs can be developed
  - Has 5 modules – would like this system to be integrated into CAD (computer aided dispatch) system
    - Fire Reporting System
    - Training and inspection
    - Crash, Fire, Rescue
    - Water Rescue
    - Structural Fires
- Dan Jones is the IT support for Fire
- Transportation Mgr. – Dean Robbins/ Dawn Huddleston
  - Controls Terminal Frontages – private security force enforce regulations and will do a citizens arrest and then police backup with citation.
  - Parking Control – ACE is the operator
- Access Control System – Pauline Nelson
  - Vendor - Entrance Controls
  - Card swipe and PIN system
  - VIDS (Vehicle Identification system) also can open gates at some locations
  - Whole system is mapped out as part of FAA airport security
- Police Wish list
  - Would like to see staffing requirements addressed in the report – i.e., more technology needs more staff coverage
  - Would like to see a thoughtful discussion on the need for integration of systems
- CCTV
  - 70 cameras on interior and exterior of parking garage
  - 3 camera on exterior (north side, south side and facing east) – all PTZ
  - Vendor - entrance controls deals with cameras and access control
  - Tower mounted cameras used for aircraft and roadway emergencies
  - South Terminal Expansion will add new cameras for police and some for communications center
  - Wiring runs to 4<sup>th</sup> floor of the garage with no cameras connected
- Honeywell fire alarm system to be replaced by Seimans
- Paging System
  - Public address system
  - Staff pager system
- AOC – Airport Operations Center 9Doug Roberts
  - Combining Emergency Operations Center (EOC) and Communications Center (CC) into one Center

## Interview 4 – Information Technology Group

Mike Croston – Mgr., Scott Shepler, Dave Daley (?)

- Staff support Mon – Fri 6AM – 5 PM. On call for off hours and weekends.
- IT Strength is in interfacing with existing systems. Group is organized by function to address specific systems.
- Mike to provide list of staff and functions
- Parking Revenue Control System
  - DEC 1173 runs the main lot and surface lot
  - Economy lot run off of a different vendor's system (Magnetic Automation, which is out of business)
  - Ad hoc reports run out of IT.
  - New System (Shag Bachman?). Same vendor as Seattle. Contract just signed. Scheduled to be operational by year's end. Will allow for expansion and future enhancements.
- IT/Engineering installed loop detectors in the parking helix ramps and developed a s/w program to determine available parking spaces by parking garage level (within 5-10 vehicle error/level/day)
  - Data goes to the AS400 (mainframe supporting Port wide network) every 5 minutes.
  - Linked to signs at parking entry identifying what levels are closed or open.
- Employee Parking lot (Adjacent to Economy Lot)
  - Separate control system (Entrance Controls)
  - Uses airport badging system ID swipe card. Hierarchy allows only for employee lot usage and not parking garage.
  - System will remain stand alone
  - Cannot track exiting users. No exit reader. Employee abuses to this system allowing others to park.
  - This lot is to be relocated this year to northern? end of open development site and will become part of the new parking revenue control system.
- Commercial Roadway System
  - Developed by IT group
  - Proximity readers from Magnetic American Systems
  - Programmed to record number of trips per vehicle weight class. Has programming to record by dwell time per vehicle, which was tried, but due to failure at exit readers was rejected as reliable for dwell time computations.
  - System has not done dwell time since 6/99.
  - Can pull account by # or name to get dwell time info for off-airport rental car vans
  - Can look at peak times for staffing
    - Marketing puts out a graph for anticipated peak days and peak periods
  - Capital Project to replace system. Huddleston was not sure when it is planned for.
- Fiber Cable
  - No complete fiber cabling route between the Economy Lot and route 205 and the Terminal
  - Also, no clean power supply beyond the Long Term lot.
  - TriMet owns cable conduit down MAX rail line along Airport Way. Fee requested from TriMet was too high and POP decline offer to lease space.
- Traffic Signals
  - City of Portland owns and operates traffic signals on airport.
  - TriMet will manage the gate arms for Airport MAX at 82<sup>nd</sup> Street intersection.
- Airside Access Control System
  - No way to track airport related vehicles landside or airside.
  - Some gates allow entry with ID swipe card and PIN. Others allow access if vehicle is equipped with a VIDS (vehicle identification system).
  - Low Visibility screening available to allow specially trained drivers airside access under low visibility conditions, but this is not yet in use?
  - Fire and access control can link to the system??
- Wish List/ Problem List
  - Rental Car counts since they go back and forth from the lots to the garage.
  - Inability to communicate with systems farther out along Airport Way.
  - Commercial Vehicle system could use long term direction??? Extend out to holding areas.
  - Must "bleed" lots once per day during peak periods
  - 82<sup>nd</sup> Street Intersection is a problem today and will be worse with Airport MAX in operation.

## Interview 5

Dawn Huddleston – manager of the commercial vehicle permitting system, Nancy Greche

- 213 providers, 1800 vehicles, 3600 drivers
- tracks permits and tracks tags
- Dawn’s shop inputs data from applications, activates tags and covers billing
- Need to have driver requirements automated. Currently staff reviews database regularly to identify expired credentials.
- Re-permitting process starts from 4/1/01 to 5/1/01 to get current data for all providers
  - Applications require proof of insurance and vehicle registration, which will include exact gross vehicle weight. Inspections are performed by Dawn’s staff.
  - Proximity cards are pre-numbered and then coded to expire
  - Will re-permit about 30 companies per month
  - Badging identification of drivers, companies, criminal and DMV checks for Commercial Driver License.
  - Currently no way to sort who a driver \_\_\_\_\_????
  - \$299 ticket for not displaying a driver badge
- Process
  - Last day of the month preliminary billing is prepared based on trips recorded by provider and matched against historical use for that provider.
  - Pre-automated through IT group. IT prints billing out and gives it to Finance for mailing
  - Dawn pushes a button and gets a call within 2 hours that Finance got the invoice. Invoice usually goes out the same day.
  - “Dunning” notices provided by Finance. Sent 1<sup>st</sup> of month after the previous month is not paid.
  - Dawn checks database every week to see what problems there may be with the carriers. Then sends a courtesy call to the carrier to give them an opportunity to cure the problem. Then an e-mail is sent to the Transportation Assistants computer terminal identifying any deactivated accounts.
- Terminal Frontage Management
  - Enforcement Contract with Noble Limited (private security force) – dark blue/black uniforms
  - ACE Parking manages commercial roadways – red/black uniforms
  - Transportation Assistants (Yellow jackets) patrol baggage claim and public frontages (20 hours per day)
    - Use Palm Pilots to provide flight information and parking availability. Programmed by IT.
- Wish List
  - Updated equipment
  - Centralized FID system viewable from the roadway
  - Automate reader board in the backfield for calling up taxis and commercial vehicles
  - If a company is deactivated from the AS400? Database, it does not automatically get deleted from the Kiosk System
- Nancy Greche is leader of Terminal Management Team (TMT), which has a direct reporting relationship to Schreiber.
  - She is responsible for telephones in terminals.
  - Plan is for all terminal capital projects to go through the TMT
  - Self Ticketing kiosks – Alaska Air has in the garage and is charged for it’s presence
  - Would like to create ITM’s??? - electronic service zones.
    - Pay on Foot Machines
    - Electronic ticketing machines
    - Tunnels are currently underutilized
      - Nant doesn’t know where major pax flows are going
      - TUSS/?? Pax surveyed in different parts of the terminals each quarter (Bob Barnet)

## Interview 6 - Scott King

- Ensure implementation of Port's Alternative Mode Strategy
- Systems that make the entire transportation system on-airport work
- Does not care about jurisdictional boundaries
- Consolidated Center???
- SOPs being developed for the operation of the MAX system
- Traffic Signals are run by the City of Portland under agreement with PDX
  - Glen to check with City of Portland Contacts on any real time diversion plans around the airport
  - PDX police have taken control of intersections in emergencies
  - When power to intersections goes out, gates come down at 82<sup>nd</sup> Street.
- Scott to provide Traffic Impact Report for the PIC development site
- Planning & Development Data Needs
  - Significant need for traffic data
  - Can traffic signals produce daily loop detector counts
  - Subset of the semi-annual counts are used for the SDC formula that Vince Granato pays out. Other intersections are monitored as part of the PDX Conditional Use Permit and when volume hits certain levels (PM Peak Analyses) at these intersections, PDX is required by the City of Portland to implement improvements (i.e, 33<sup>rd</sup> and Marine Drive).
  - About \$10,000/year cost of semi-annual counts
- Dean Robbins (not present) is responsible for public roadways ( Airport Way)
- HAR – Gives overall parking lot status except at peak times
  - Used to be under Doug Roberts
  - Now Steve Johnson??
- Existing VMS
  - Messages must be approved by Marketing
  - Old Technology
  - Process for entering messages is unclear. There may be some turf issues here.
- Portable VMS
  - Maintenance Department owns 1 or 2 portable VMS
  - Airport Way Contractor has another
  - Bechtel has another
- Airport MAX light rail
  - TriMet intends to put a sign reporting time to arrive for the next train at escalators that lead up to the ticket counter area
  - No active thoughts to bring this further into the terminal
  - In overnight off hours, a train will always layover in the airport station
  - Business dilemma to place informative signs further into the terminal. This might be treated as a sign and a fee charged. If no fee, then a discrepancy in equal provisions for other transit providers will exist.
- JD Power Report
  - Lowest of the overall high ratings for PDX were for info provided regarding airport access. PDX looking for ideas that will improve this area.
- Telecommunications Issues
  - Wayne Splawn will have all conduit layouts
  - Hut House out by economy lot near new overpass, south of Airport Way.
  - How can they communicate information to the airtrans (cargo) area.
  - Network connection exists through Qwest w/limited bandwidth for still images????
  - Port turned down offer to make use of fiber laid with the new MAX rail ROW because it was too expensive, but there is capacity for regional use. Wayne is the PDX spokesman to voice PDX needs within a regional forum
- Regional Perspective
  - City, State and TriMet driving process to establish a web point of presence and are reaching out for stakeholders

## Interview 7 – Mark Crosby – Properties

- Properties Manager under Mary Maxwell responsible for all tenant contracts (leases) outside of the Terminals, except parking or roads.
- Lease Management System by JD Edwards is also the billing system
  - 500 – 600 contracts in system covering 4 airports
  - Properties staff enter data into the system
  - A PDX tenant map does not exist
  - TRC – Technical Resource Center - new database that provides lease plots from engineering. Drawings are scanned.
  - When a lease is executed an e-mail is sent to applicable groups that there is a new tenant.
  - FAA Form 7460 ?????– Properties has a booklet that walks a tenant through the process for FAA approval (Bill Lisch)
- Wireless Issues
  - Wireless carriers want to place antennae along the river to provide services for the terminals. Antennae in the terminal fall under Nancy Greche
  - Commercial telecom carriers approach Mary Maxwell and also through the tenants.
    - Example – Sheraton looking for relay connections to their site for FIDS??????

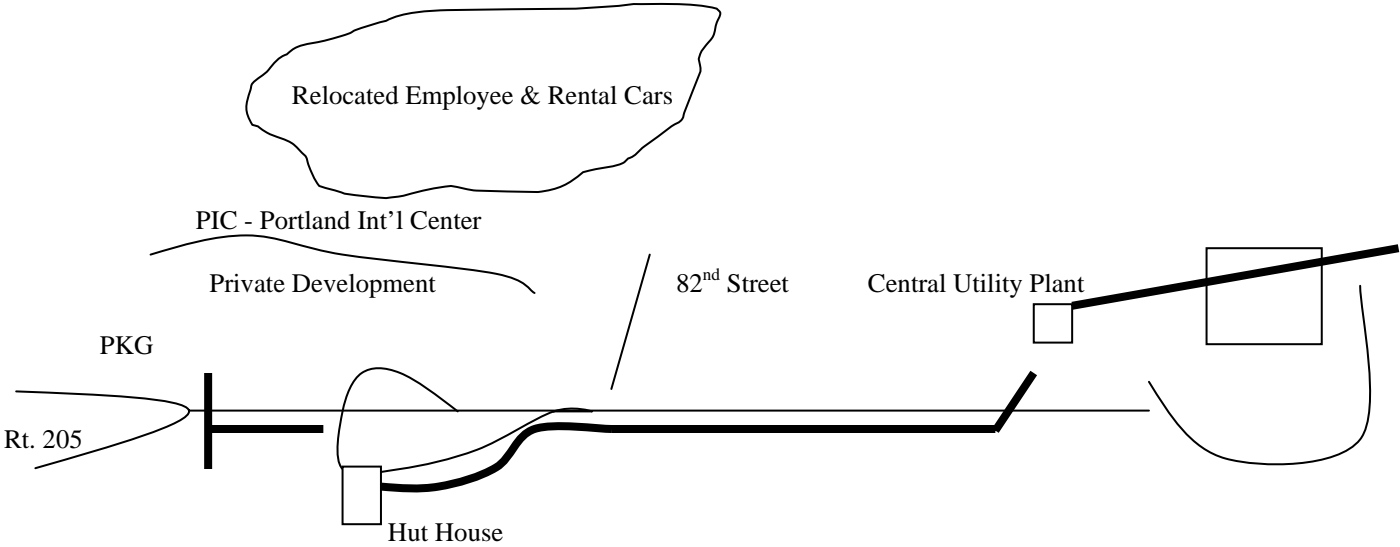
## Interview 8 – Danny Garcia – Airside Operations

- Manages Aircraft Parking Ramps and Ramps outside the Terminals
- An Excel Spreadsheet is used by Gary Falk to keep track of gate usage
  - Airlines send him what their gate needs will be on a monthly basis
  - Resultant listing goes to finance, which goes to billing
  - FAA gives landings and takeoff stats
  - Daily logs are kept in wordperfect with some querying capability
- No means available to track vehicles on airside. Port does not license vehicles
  - There is an incident reporting system for the airfield
  - Some Port vehicles have VIDS (Vehicle Identification System) that can open some security gates w/o driver ID badge and PIN (Scott Fresnick??)
  - There are also manual gates for vehicles and pedestrians that can be unlocked.
  - Lt Phelan – airport security may have need for database of access and egress (FAR 107???)

## Interview 9 – Engineering

(Randy Kruckenberg and Ben Stewart)

- Support to maintenance department – all engineering design work done downtown
- Construction dept. from Engineering support specific projects and are assigned to the airport for construction supervision.
- Airport has its own Planning and Development Dept which engineering supports with on call services for traffic consultants
- Signalized intersections that are part of the counting program
  - Alderwood and 82<sup>nd</sup> St
  - Airport Way and 82<sup>nd</sup> St
  - Air Cargo & 82<sup>nd</sup> St
  - Signal at top of new structure over Airport Way to Economy & Employee Parking
- Engineering is involved in all infrastructure
  - Project to place ductbank all along Route 205 down to old Lombard???
  - Airport Way ductbank stubbed to north and south in anticipation of Route 205 potential link up. There is a missing link to the hut house that still needs to be completed.



- From 82<sup>nd</sup> St to CUP is not installed and must be approved by the airlines. Shooting for Fall 2001 installation.
- From CUP into Terminal under garage has significant capacity. Run is from telephone room in CUP to telephone room in south terminal w/ cable tray into the north terminal.
- Ben is on Port steering committee. Preston Beck of IT is lead.
  - Scoping needs and desires Portwide
  - Enterprise system which gives access to everyone
  - Consultant on team – check w/Preston
  - Setting up process to exchange data w/ Metro & City of Portland. Nothing yet w/ ODOT
  - ODOT is looking for video feeds and may be willing to put grant money into getting the 205 interchange covered
- Airlines have remote facilities that they are always requesting communications links to.
- Taxis and charters from Hold lot are called to the frontage via a leased phone line that Wayne is looking at eliminating.
- Diamond Parking is the current operator for Remote Parking.
  - Employee parking is moving from north of Airport Way to the south side of the PIC south of Airport Way.
  - 2 – 4” ductbank system will connect from Airport Way to new employee lot to allow:
    - Access Control
    - Video Feeds and data
    - Emergency shelters w/phones
    - Cameras are being put in by engineering
  - New employee lot will have controlled access and egress to generate length of stay stats and prevent current abuses of passing cards along to others.
- Radio controlled airside gates – frequency is overloaded
- City is studying Columbia and Rt 205 Interchange w/ City and ODOT because vehicles divert to Airport Way and 82<sup>nd</sup> Street then down Columbia.
- Project planned to evaluate north Frontage Road west terminus
- Plan to have an overpass replace at grade intersection at 82<sup>nd</sup> Street when it reaches a certain volume. Group was put together to evaluate this, but it has slowed down.

## Interview 10 - Maintenance – John Curry

- Staff plays a role in all capital construction programs and tenant alteration projects. John is on the Terminal Mgmt Team (TMT)
- Work request line runs 24/7
  - Logging system kept on a spreadsheet
  - Doug Roberts covers in off hours with EOC
  - Intranet based work request function. Not used for emergencies.
- Preventive maintenance program
- Pavement Management System
  - Installed in 1989
  - Stand alone system
  - Annual assessment done by interns and data input
  - URS supports system locally
  - System will output recommended action and costs – focus on low impact and low cost activities.
  - Pavement sensors on roadways to detect temperature/frost and moisture (not well)
    - 1 on upper roadway
    - In garage
    - Stand alone system
    - Greg Sparks
- Tower cameras connect back to communications center (currently having problems)
- Maintenance Mgmt System is old and needs replacement
  - Keeps track of all systems:
    - Scheduling
    - Planning
    - Budgeting
    - Purchasing
- Handheld GPS units used to:
  - Locate grids
  - Serve as low cost mapping of storm drains and manholes
  - Provide geographic references to plot
  - Wants to use GPS to identify where faulty lights are on the airside runways and taxiways
- Maintenance fabricates signs but there are no signing standards other than aesthetics. Nothing on colors or lettering sizes.
- Data Needs:
  - Condition of assets

## Interview 11 – GIS Project – Preston Beck

- Preston ran the traffic counting program for the Port previously
  - 40 sites w/ 70% counted on a regular basis
  - once /year in April
  - DKS has a sub area model of the airport. Suzie Lahsene is the owner
  - Counts used for:
    - Consistency in providing data to consultants for their studies
    - Staff to answer questions for developers
    - Evaluating potential triggers for roadway improvements
    - Intersection capacity analysis for key intersections
- Conditional Use Permit (93) for City of Portland
  - 5 intersections monitored
  - concern for increasing non-airport traffic affecting access points to the airport
  - A color coded map exists showing where volume, classification and turning movement counts are taken regularly.
  - Data from count programs kept on spreadsheets

- Alternative mode study relates air pax to vehicles (1.3 departing pax/vehicular trip)
  - Jane McFarland – corporate planning
- GIS Project
  - IT/ITS Plan should identify what systems can feed into the GIS system as additional layers to the system and that data from IT/ITS systems should be consistent with GIS standards for data. Preliminary Standards to be provided (Followup)
  - Portwide GIS Implementation. Enterprise GIS to be accessed by:
    - Transportation Planning
    - Lease management
    - Permitting
    - 15 Core Areas – Preston will forward to us (Followup)
    - Consultant will come back with the most common data needs from their investigation of the 15 core areas. If data is used in 2 or more departments, it is a candidate for the Enterprise system.
    - Implementation in March 2002
      - Large part is converting data
      - Engineering maintains most of the data
      - Developing procedures for use of the system
      - Just completing data needs workshops and will provide outputs from that (Followup)
      - Mike Croston is on Technical Team
      - Setting standards that will screen what gets into the system
        - If data will not be updated, it will not make it into the system
    - Financial feasibility showed it will provide a payback to pay for itself
    - Consultant study will be provided to Larry for us – Golder Report(Followup)
    - ESRI Product
    - Currently heavy into MicroStation
    - RFP process for full blown GIS development awarded to team:
      - Titan Systems – Prime specializes in data conversion
      - GeoNorth – Applications Development
      - Metro –

## **Interview 12 – Corporate Planning – Suzie Lahsene**

- To be summarized by PAC