

**SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY BOARD
MINUTES
FRIDAY, FEBRUARY 28, 2014 AND SATURDAY, MARCH 1, 2014
SAN DIEGO INTERNATIONAL AIRPORT
ORVILLE AND WILBUR WRIGHT CONFERENCE ROOM**

CALL TO ORDER:

Chair Gleason called the special meeting of the San Diego County Regional Airport Authority Board to order at 12:32 P.M., on Friday, February 28, 2014, in the Orville and Wilbur Wright Conference Room at the San Diego International Airport, 3225 N. Harbor Drive, San Diego, CA 92101.

PLEDGE OF ALLEGIANCE:

ROLL CALL:

PRESENT: Board Members: Boland, Desmond, Gleason, Hubbs,
Robinson, Sessom, Smisek

ABSENT: Board Members: Alvarez, Cox, Berman (Ex Officio), Ortega
(Ex Officio)

ALSO PRESENT: Thella F. Bowens, President/CEO; Breton K. Lobner, General Counsel;
Tony R. Russell, Director, Corporate & Information Governance
/Authority Clerk

BOARD WORKSHOP:

Trudy Sopp, Ph.D., Co-Director, the Centre for Organization Effectiveness, facilitated Board discussions regarding industry updates, Fiscal Year 2015 organizational goals, Capital Programs/Needs, Future Board Agenda Items and the Board Work Plan.

1. INDUSTRY UPDATE AND DISCUSSION:

Stephen D. Van Beek, Executive Director of Policy and Strategy, provided a presentation on San Diego's Place in the NAS in a time of Change, which included a review of global, national and San Diego air traffic; changing airline business models and airports: consolidation, a changing Southwest and competition; and the FAA MAC and industry policy: a window of opportunity.

The Board recessed at 2:30 p.m. and reconvened at 2:55 p.m.

2. **DISCUSSION REGARDING BUDGET GOALS AND CAPITAL BUDGETS:**
Thella F. Bowens, President/CEO and Scott Brickner, Director, Business and Financial Management provided a presentation on the Fiscal Year 2015 Organizational Goals

Jeffrey Woodson, Vice President, Development, provided a presentation on the Capital Program Budget which included CIP Project Development Process, Capital Program Overview, Fiscal Year 2014-2018 Capital Program – Sources of Funds, Project Location, Project Status and Proposed Fiscal Year 2015-2019 Capital Projects.

The Board adjourned the meeting at 4:35 p.m. to Saturday, March 1, 2014 at 8:30 a.m.

The Board reconvened at 8:55 a.m. on Saturday, March 1, 2014. Board Members Alvarez, Berman (Ex Officio,) and Ortega (Ex Officio) were ABSENT.

2. **DISCUSSION REGARDING CAPITAL BUDGETS (Continued from March 1, 2014):**
The Board continued its discussion on proposed Fiscal Year 2015-2019 Capital Projects.

The Board recessed at 9:42 a.m. and reconvened at 9:55 a.m.

3. **PRESENTATION ON THE LEADERSHIP-VALUE CHAIN & EMPLOYEE PERFORMANCE:**
Ken Blanchard, Ph.D., Chief Spiritual Officer, The Blanchard Companies discussed the concept of Leadership-Value Chain and employee performance, which included defining the importance of leadership capacity, organizing the data, defining the elements, strategic leadership, operational leadership, employee passion, customer devotion, and organizational vitality. The presentation also included the importance of contemporary organizations striving to be the provider of choice, the investment of choice, and the employer of choice. Mr. Blanchard explained that this focus on the “triple bottom line” has evolved from organization’s earlier focus only on the “bottom line” or profit.

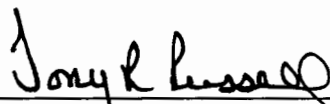
4. **REVIEW OF THE AIRPORT SERVICES QUALITY SURVEY:**
Arturo Garcia-Alonso, Assistant Director, Facilitation & Airport IT, Airports Council International – World provided a presentation on How the World’s Airports are using ACI ASQ KPI’s to Improve Passenger Satisfaction Efficiently, which included an introduction to Airports Council International; Introduction to Airport Service Quality (ASQ); How Airports Use the ASQ Survey Key Performance Indicators (KPI) to Manage the Passenger Experience; and Examples of Using ASQ for Different Airports.

5. REVIEW AND DISCUSSION OF FUTURE BOARD AGENDA ITEMS AND BOARD WORK PLAN:

Thella F. Bowens, President/CEO provided an overview of the Board Work Plan and Future Agenda Items.

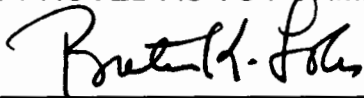
ADJOURNMENT: The meeting was adjourned at 1:17 p.m.

APPROVED BY A MOTION OF THE BOARD OF THE SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY THIS 3rd DAY OF APRIL, 2014.



TONY R. RUSSELL
DIRECTOR, CORPORATE &
INFORMATION GOVERNANCE/
AUTHORITY CLERK

APPROVED AS TO FORM:



BRETON K. LOBNER
GENERAL COUNSEL