

Austin-Bergstrom International Airport

City of Austin Department of Aviation

Open House Community Meeting

January 19 2023



Austin-Bergstrom
International Airport

Meeting Summary Report

Prepared by AUS Public Information Office

Open House at-a-Glance

Attendance: 100+ Participants

Meeting tone: Positive, lively

Action Items: Respond to Public Questions/Comments

Background:

On January 19, the Austin-Bergstrom International Airport (AUS) team hosted an Airport Open House to provide surrounding airport neighbors, the traveling public, and Austin and Central Texas residents a chance to learn more about current projects at the airport and future plans for development under Journey With AUS - Austin-Bergstrom's airport improvement program.

The Open House was held at the Southeast Branch Public Library at 5803 Nuckols Crossing Rd. Austin, TX 78744, from 5:30 PM - 8:00 PM and was planned for attendees to come and go at their convenience.

Approach and Outreach Efforts for the Open House

The City of Austin's Department of Aviation Public Information Office (PIO), Planning and Development division and Environmental Affairs division in coordination with Adisa Communications planned and facilitated the Open House. The event was scheduled after school dismissal and planned with children activities in mind to maximize attendance for surrounding families and the general public.

The Public Information Office began an outreach campaign 30 days prior to the Open House by emailing contacts to save the date, and began posting regularly on Facebook, Instagram, NextDoor, LinkedIn, and Twitter to notify the public about the event.

The AUS PIO Team also used paid marketing efforts in the weeks leading up to the event to promote the Open House on KUT-FM/KUTX-FM, Community Impact, El Mundo, and The Austin Commons.

Both paid marketing and owned marketing efforts included English and Spanish outreach.

Collateral Materials for the Open House

The following collateral materials were used to alert the public of the Open House:

- Calendar Event on the City of Austin website
- Banner with event details on front page of flyaustin.com
- Save the Date Invitation, Reminder #2, & #3 sent via email to stakeholder list (243 contacts)
- Print advertisements published in Community Impact and El Mundo
- On air broadcast on KUT-FM & KUTX-FM
- Instagram Reel and feature on Weekly Common Email Newsletter on The Austin Commons
- Yard Signs placed in communities adjacent to the airport
- Flyers distributed in neighborhoods and businesses adjacent to the airport
- Social Media posts on Facebook, Instagram, Twitter, LinkedIn, and Nextdoor
- Presentation at the Airport Advisory Commission in January
- Digital Media Kit sent to stakeholders for additional reach

Print and Digital Creatives:

KUT/KUTX:

12/26 – 12/30
Support comes from Austin-Bergstrom International Airport, hosting an Airport Open House with staff showcasing future airport improvement projects. January nineteenth 5:30 to 8 at the South East Branch public library. More at Fly Austin dot com.

1/1 – 1/4
Support comes from Austin-Bergstrom International Airport, hosting an Airport Open House where folks can learn about future airport improvement projects. Thursday the nineteenth 5:30 to 8 at the South East Branch public library. More at Fly Austin dot com.

1/15 – 1/18
Support comes from Austin-Bergstrom International Airport, hosting an Airport Open House where folks can learn about improvement projects and meet airport staff. This Thursday, 5:30 to 8 at the South East Branch public library. More at Fly Austin dot com.

Community Impact – December 2022 Edition

MEETING THE DEMAND

Health Community College works directly with companies in high-demand fields, such as advanced manufacturing and nursing, to streamline employment.

McRaven is the number of job postings in Austin for careers related to ACC programming from January 2019 to 2022.

20,400 JOBS

Advanced manufacturing
24,900 JOBS

Nursing
12,300 JOBS

SCROLL LEFT/RIGHT TO VIEW ANIMATION (CONTINUED FROM)

BREAKING DOWN THE BOND

Austin Community College's \$730 million bond was able to pass without a tax rate increase due to rising property values. The bond will create space for programs that will address student and workforce demand.

PROGRAMS KEY

- Advanced manufacturing
- Business
- Health sciences
- Computer science
- Engineering
- Student services

AUSTIN COMMUNITY COLLEGE CAMPUSES

- 1 Southeast Travis County \$200M
- 2 Hays \$100M
- 3 Highland \$100M
- 4 Cypress Creek \$100M
- 5 Pinnacle \$75M
- 6 Round Rock \$75M
- 7 Rio Grande \$40M
- 8 San Gabriel \$10M
- 9 Elgin \$10M
- 10 Eastview \$10M
- 11 Northridge \$10M
- 12 Riverside \$10M
- 13 South Austin \$5M

Expectations of the bond

ACC's most recent bond, passed in 2014, focused on renovations and construction. The 2022 bond will address workforce demand and fulfill the 2021 Master Facilities Plan, which looks at program and campus growth.

Highland will receive expansions for advanced manufacturing. Rio Grande will expand its cyber security program, and Eastview will get expansions for health sciences and student services.

Beyond the local impact to Central Austin, the bond would expand continuing education at Northridge, computer science at Cypress Creek, advanced manufacturing and skilled trades at San Gabriel, increase student services at South Austin and Riverside campuses, create general education programs at the Pinnacle Campus, and create a new building for nursing at Hays Campus which will double its capacity for students.

The bond will also create two more ACC campuses. The first is the Pinnacle Campus in Oak Hill that closed in May 2018 and will be reopened for general education programs. Pruitt said, ACC will not reopen the original Pinnacle building due to high costs, but will build a separate facility next door at the 55-acre site off Hwy 290. Pruitt said there are no plans for the vacated building at this time.

The second is a campus solely dedicated to advanced manufacturing, manufacturing that incorporates new technologies, such as 3D printing, during production. Pruitt said. The campus will be built on a 124-acre plot of land in southeast Travis County near the airport that ACC acquired from its 2014 bond.

The ACC bond will have a work shop in January to discuss how the bond should be rolled out. However, McRaven said building the new Southeast Travis County and Pinnacle facilities as well as expanding the Hays campus are the top priorities.

Impact on workforce

Between the new Southeast Travis County campus and four other expansions throughout ACC, advanced manufacturing is receiving the biggest chunk of funding from the bond. McRaven said this decision to focus on advanced manufacturing was made in response to the growing demand Tesla, Samsung Austin Semiconductor and other companies that have shop in January to discuss how the bond should be rolled out. However, McRaven said building the new Southeast Travis County and Pinnacle facilities as well as expanding the Hays campus are the top priorities.

AUSTIN COMMUNITY COLLEGE CAMPUS LOCATIONS

ACC works closely with companies, such as Tesla, to help students receive gradual employment after graduation, McRaven said, adding that the average ACC alumna increases his or her income between 43%-65% over a five-year period after graduation.

"What we're really doing is positioning a very large cohort of people to take advantage of jobs that are probably going to pay significantly above our median wage for the area. And there's really not a downside for that," Daniel said.

The added space for the Hays campus nursing program will also impact the workforce, said Ashley King, director of health care partnerships at Workforce Solutions.

In 2022, there have been 11,000 job postings for nursing positions in the Austin area, but only 950 graduates from Austin colleges were able to fill those positions, King said.

"That's the environment we are in right now. We are short on talent. We have a lot of new jobs and a lot of new industries, and we are thankful to only have a 2.8% unemployment rate," she said.

ACC will be implementing wellness centers with mental health services as well as ramping up its "HyFlex" or hybrid flexible, classrooms that can accommodate in-person and virtual learners in the same class session, ACC Chancellor Richard Rhodes said. ACC is also planning on creating child care centers that have drop-off or all day options for student parents at Riverside, South Austin, Eastview and Northridge campuses.

Rhodes said the need for safe, affordable child care stems from the COVID-19 pandemic when many child care centers in Central Texas closed, and about 8% of which still have not reopened, according to the Texas Workforce Commission.

The child care services will come at an extra cost to students, though Rhodes said ACC's goal is for it to be affordable.

"Students have to feel a sense of belonging, and you do that by providing wraparound services," he said.

ONE-YEAR PROGRAM GROWTH

As increasing number of students are enrolling at ACC, the largest growth has been in ACC's health care programs, which include a variety of certificates that can be completed within a short time span.

2020-21 program growth

- Fast-track program: +45%
- Advanced technology: +20%
- Health care nursing: +9%
- Information technology: +3%

FOR MORE INFORMATION, VISIT communityimpact.com.

Journey With AUS

Austin-Bergstrom Airport Improvement Program

Austin neighbors & community members are invited to an Airport Open House

to learn about airport improvements

Thursday, January 19th 2023
 Southeast Branch Library
 9803 Nueces Crossing, Austin, TX 78744
 From 5:30 - 8:00 pm

MEALS & WHEELS
 CENTRAL TEXAS

50 YEARS STRONG

TIS THE SEASON FOR SHARING A MEAL. DONATE TODAY

Kirby Hall offers:

- Small class sizes
- An advanced curriculum
- Warm and inclusive environment

(PreK4 to 12th Grade)

Open House:
 Saturday, January 28, 10am-12pm

306 West 29th Street
 Austin, Texas 78705
 812.474.1370
Admissions@kirbyhall.org

Open House Flyer (front)

REUNION COMUNITARIA INFORMATIVA

AIRPORT OPEN HOUSE

FOR NEIGHBORS & TRAVELERS - PARA VECINOS Y VIAJEROS

Thursday, January 19, 2023
jueves, 19 de enero de 2023

5:30 pm - 8:00 pm
Southeast Branch, Austin Public Library
Biblioteca Pública de Austin

5803 Nuckols Crossing Rd.,
Austin, TX 78744

*Come & go when convenient!
(Venga y vaya a su conveniencia!)*

For more information and/or questions email
AirportEngagement@FlyAustin.com
Para más información o si tiene preguntas
envíe un correo a Engagement@FlyAustin.com

FlyAustin.com

Austin-Bergstrom International Airport (AUS) invites surrounding airport neighbors, the traveling public, and Austin and Central Texas residents to an open house to learn more about our active and upcoming improvement and expansion projects.

PARKING & TRANSIT: Free parking is available in the library's parking lot. Take transit with CapMetro's Route 7 and Stop 4342.

El Aeropuerto Internacional Austin-Bergstrom (AUS) invita a los vecinos alrededor del aeropuerto, al público que viaja y a los residentes de Austin y el centro de Texas a una reunión comunitaria para obtener más información sobre nuestros proyectos activos y futuros de mejoramiento y expansión.

ESTACIONAMIENTO Y TRÁNSITO: Hay estacionamiento gratuito disponible en la biblioteca. Tome el transporte público con la ruta 7 de CapMetro y la parada 4342.

Open House Flyer (back)

Join our Airport Community

AUS & OUR PARTNERS ARE NOW HIRING!

City of Austin
Department of Aviation

Transportation Security Administration

Food, Beverage & Retail Concession Partners

Airlines & Ground Handlers

Full-time & Part-time positions

And More!
AustinTexas.gov/AUSJobs

Web Graphic Spanish

Journey With AUS

Austin-Bergstrom's Airport Improvement Program

Acompáñenos a una Reunión Comunitaria del Aeropuerto

Jueves, 19 de Enero de 2023

Southeast Branch Library

5803 Nuckols Crossing, Austin, TX 78744

De 5:30 - 8:00 pm

The Journey to an improved AUS starts now

Learn more at FlyAustin.com

Web Graphic English

Journey With AUS

Austin-Bergstrom's Airport Improvement Program

Austin neighbors & community members are invited to an Airport Open House

to learn about airport improvements

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Southeast Branch Library

5803 Nuckols Crossing, Austin, Tx 78744

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Learn more at FlyAustin.com

Yard Sign in Richland Estates



Yard Sign on McCall Lane



Paid Marketing Analytics

- **KUT-FM/KUTX-FM:** On-air: 15 Broadcast 90x messages ran over KUT KUTX. This campaign reached 206,600 Adults18+, which is approximately 11% of the Austin target, where each heard the message 1.6 times (frequency), resulting in 335,900 gross impressions. Streaming Audio Pre-roll on KUT & KUTX: 15 audio pre-roll with 30,188 impressions delivered (188 imp OVER-delivery the 30K promised), generating 132 clicks with a 2.4% CTR.
- **Community Impact:** Eighth and quarter pg. ads published in six Community Impact editions around Austin. The total number of mailboxes delivered was 446,180 and print readership and total reach was 691,579.
- **El Mundo:** Spanish print and digital website banner.
- **The Austin Commons:** Featured an [Instagram Reel](#) that has 3,686 plays, 110 likes, and 37 shares. [Instagram Illustrated Post](#) that reached 5,211 accounts had 6,287 impressions, 330 likes, 109 shares, and 478 post interactions. [Instagram Event Round-Up](#) (Jan. 13th) reached 2,464 accounts and had 103 likes and 14 shares. [Instagram Event Round-Up](#) (Jan. 6th) reached 4,597 accounts and had 189 likes and 73 shares. Weekly Common email newsletter (featured two weeks in a row) that has 9,400 subscribers and open rates for the weeks featuring the Open House was 39% and 40.4%.

Stakeholder + Media Outreach Efforts

- In addition to ongoing social media posts and paid marketing, AUS expanded outreach efforts by sending out invites to the Community Outreach distribution email list, issuing a press release and media advisory, block walking, placing yard signs in various locations, and presenting a PowerPoint presentation to the Airport Advisory Commission.

Save the Date + Reminder Emails:

- The Public Information Office sent out a Save the Date Email on December 19, 2022 to the Community Outreach distribution list of 249 recipients and had an open rate of 44.9%.
- Two additional reminder emails were sent on January 3rd and January 16th to the 244 and 242 recipients with an open rate of 39.7% and 39.6% respectively.

Press Release:

- AUS issued a press release detailing the Open House on January 12, 2023 to 323 recipients. The rate of open rate was 41.7%.
- You can view it [here](#).

Media Advisory:

- AUS issued a media advisory on January 19th to remind local media of Open House and to make PIO and airport leadership available for interviews.
- The advisory was sent to 323 recipients and had a 42.9% open rate. It is available [here](#).

Media Coverage:

- AUS Public Information Office uses Critical Mention for media monitoring. Between January 1 and January 21, Critical Mention collected seven news features on the event, valued at an estimated \$2,889,526 with an estimated audience of 629,160 readers or listeners. [You can view the full report of coverage at this link.](#)

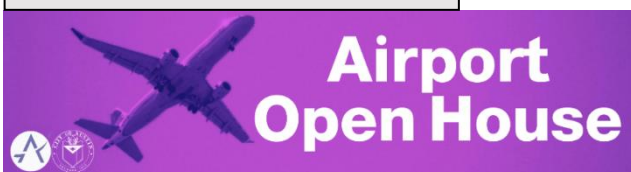
Block Walking:

- AUS staff distributed approximately 1,200 flyers during block walking and placed 19 yard signs in neighborhoods closest to the airport and Southeast Branch Library to ensure the closest neighbors were made aware of the Open House.
 - The yard signs were placed at the following locations and promptly picked up in the days following the Open House:
 - McCall Lane and 183
 - Seeling Drive and McCall Lane
 - Colorado Crossing entrance off of McKinney Falls parkway
 - Brandt Drive & Hwy 71
 - Brandt Dr & Amory Lane
 - Thornberry Dr and either Night Star Dr
 - Carson Creek and Cool Shadow
 - Dove Springs & Del Valle
- Block walking took place on Tuesday, January 10, and Thursday, January 12 and covered eight different neighborhoods or business areas. PIO staff block walked McCall Lane and Seeling Drive prior to the January 10 and 12 larger block walking efforts to share Open House information and fuel facility project information to neighbors that live across US Hwy 183. While not every home or structure received a flyer, different teams made up of airport staff spent over a combined 8 hours block walking to as many homes and businesses as possible.

Block Walking Staff:

- Sam Haynes
- Elizabeth Ferrer
- Lesly Ramirez
- Jasmine Gordon
- Lyn Estabrook
- Jenn Williams
- Rustin Roussel
- Ellen Brandt
- Gary Gregson
- Jeremy Grisham
- Torrey Henson
- Rohini Kumarage
- Robert Mercado
- Joseph Mercer
- Brian Nasky
- Robert Oakes
- Rachel Orta
- Mark Reinhardt
- David Smythe-Macaulay
- Carrie Steffanelli

Open House Yard Sign



Thursday, January 19th, 2023
Southeast Branch Library

5803 Nuckols Crossing Dr, Austin TX 78744

5:30 p.m. - 8:00 p.m.

To learn more, visit

FlyAustin.com

Open House Yard Sign (Spanish)



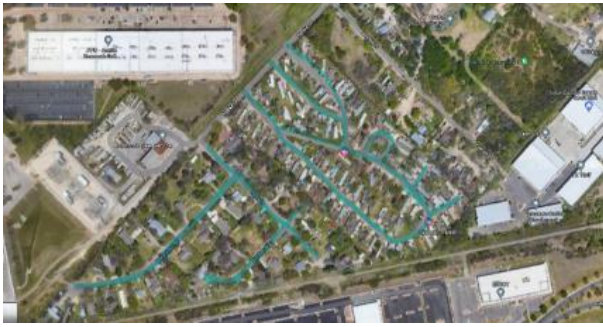
jueves, 19 de enero de 2023
Biblioteca Pública del Sureste

5803 Nuckols Crossing Dr, Austin TX 78744

5:30 p.m. - 8:00 p.m.

Para saber más visita

FlyAustin.com



Pecan Park Mobile Home Community



Colorado Crossing



Colorado Crossing



Colorado Crossing



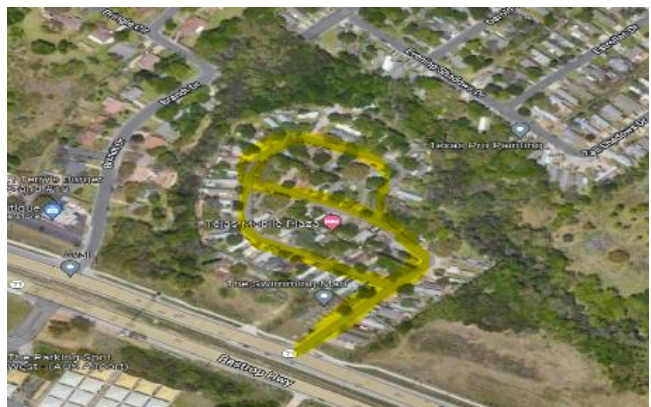
Norwood Ln and 183 Businesses



McKinney Falls and Burseson Neighborhood



Richland Estates and Capitol Manor Mobile Home



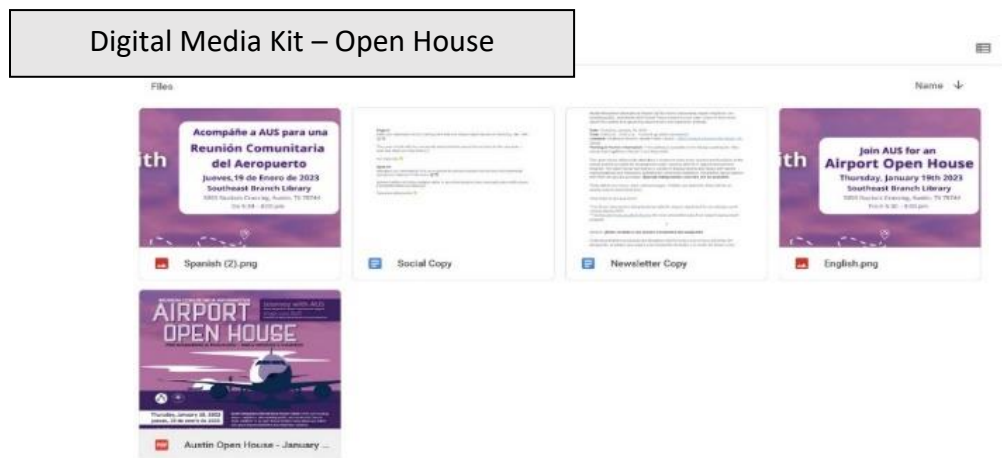
Texas Mobile Plaza mobile homes, Green Grove and Garden Valley

Airport Advisory Commission PowerPoint

- During the Airport Advisory Commission on January 11, 2023, Acting PIO Manager, Sam Haynes, and Chief Development Officer, Somer Shindler, briefed the commission and members and the public on the Open House.
- The presentation is available below:
 - [AAC Open House Presentation](#)

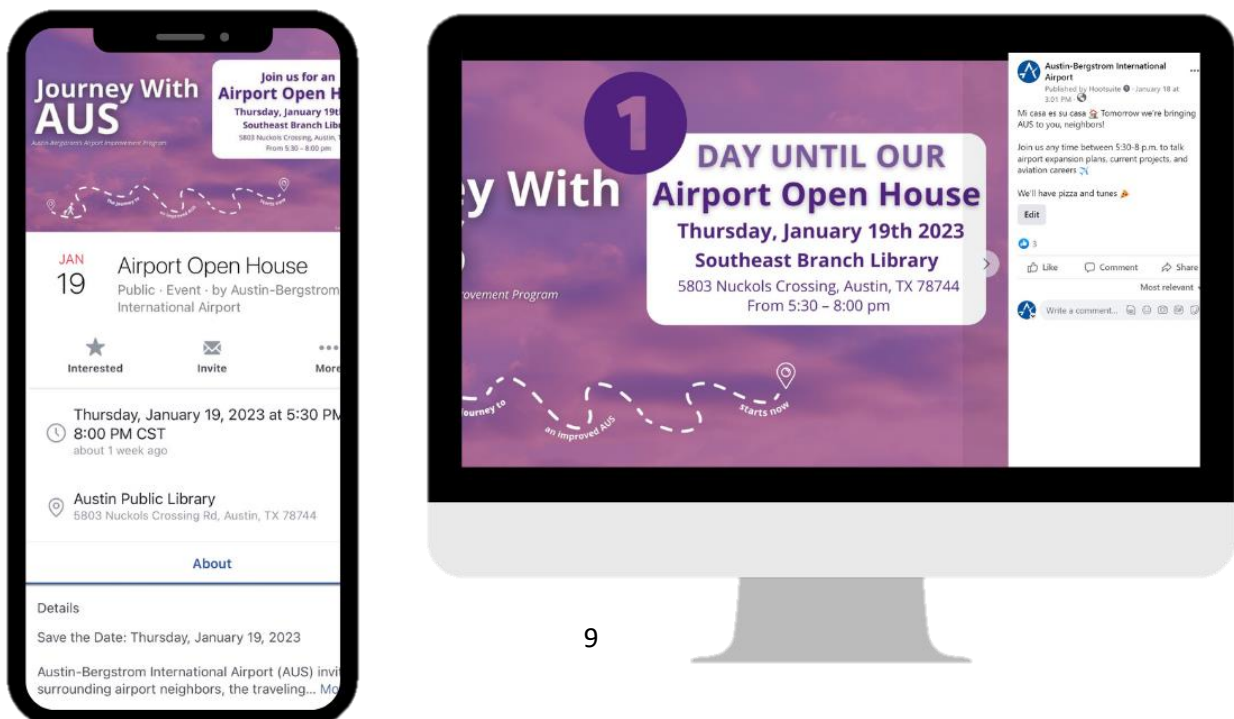
Digital Media Kit

- As part of outreach efforts, PIO made the Open House digital kit available to all members of the Airport Advisory Commission, all City of Austin Councilmembers, and area Austin Independent School District elementary, middle, and high schools to use at their disposal and inform members of their respective communities.



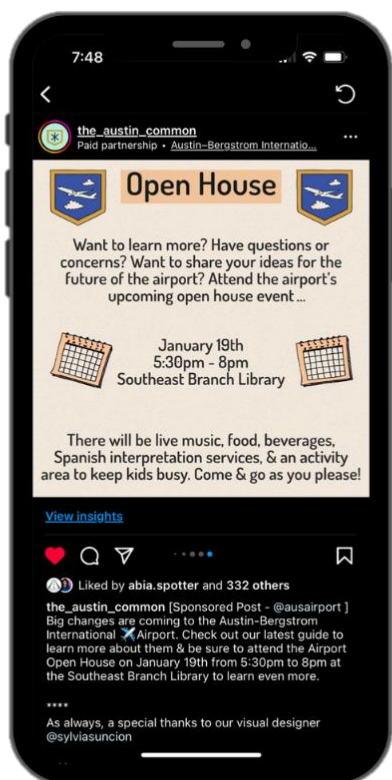
Digital Outreach and Analytics:

- **Facebook** – Created an event notice 30 days prior to the Open House and posted about the event once or twice a week until January 19. The analytics for each of those posts are listed below.



	Analytics
Post #1 English	Reach: 103 Reactions: 8
Spanish	Reach: 10 Reactions: 3
Post #2 English	Reach: 1643 Reactions: 7
Post #3 English	Reach: 29 Reactions: 8
Spanish	Reach: 24 Reactions: 0
Post #4 English	Reach: 2,711 Reactions: 23
Post #5 English	Reach: 1,221 Reactions: 7
Post #6 English	Reach: 1,711 Reactions: 17
Post #7 English	Reach: 1,193 Reactions: 2
Spanish	Reach: 205 Reactions: 7

- **Instagram** – Posted three (3) separate posts on the grid leading up to the event and six (6) Instagram stories promoting the Open House between December 19 and January 19.
 - See analytics of each post below:



- **Nextdoor** – Two Nextdoor posts were deployed by the City of Austin Nextdoor account - one was 3 weeks from the event and the other went out a week before, in English and Spanish to promote the Open House. We focused on the zip codes closest to AUS.
 - **Post #1**
 - English-https://nextdoor.com/p/yP2FDghhM7Sq?utm_source=share&extras=Njk2MTEzNDA%3D
 - Spanish: https://nextdoor.com/p/zjF5KtSGdYqN?utm_source=share&extras=Njk2MTEzNDA%3D
 - **Post #2 -**
 - English - https://nextdoor.com/p/rc9KSS-XkL4s?utm_source=share&extras=Njk2MTEzNDA%3D
 - Spanish: https://nextdoor.com/p/Gfzn6HSrJKZ6?utm_source=share&extras=Njk2MTEzNDA%3D

Analytics	
Post #1 – December 28th	
English	1042 Impressions
Spanish	1071 Impressions
Post #2 – January 12th	
English	929 Impressions
Spanish	903 Impressions

- **Twitter** – AUS PIO campaigned heavily on Twitter, posting in both English and Spanish on a weekly basis. Analytics and links for each post are below.

Post #1 – December 19th	
Link Link	
English	Impressions - 4,215 Total engagements -33
Spanish	Impressions - 2,729 Total engagements - 28
Post #2 -	
Link	
English	Impressions - 2,518 Total engagements - 68
Post #3	
Link Link	
English	Impressions - 2,020 Total engagements - 34
Spanish	Impressions - 1,811 Total engagements - 9
Post #4	
Link	
English	Impressions - 3,685 Total engagements - 77
Post #5	
Link	
English	Impressions - 2,010

	Total engagements - 32
Post #6	
Link	
English	Impressions - 1,958 Total engagements - 163
Post #7	
Link Link	
English	Impressions - 1,619 Total engagements - 8
Spanish	Impressions - 1,676 Total engagements - 11
Post #8	
Link	
English	Impressions - 2,595 Media views - 470 Total engagements - 28

- **LinkedIn** – We primarily focused on posting on other platforms that would best maximize our reach to the community, rather than the aviation industry.

Analytics	
January 6 th	
Link to post	Impressions: 761 Reactions: 30

Austin-Bergstrom International Airport (AUS)'s Post

Austin-Bergstrom International Airport (AUS)
3,124 followers
1mo

Mark your calendars! We're hosting the first ever Airport Open House on Thursday, Jan. 19th

We want to talk with y'all about what AUS has in store for the new year + hear any ideas you may have. For more info

Journey With AUS
Austin-Bergstrom's Airport Improvement Program

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Southeast Branch Library
5803 Nuckols Crossing, Austin, Tx 78744
From 5:30 – 8:00 pm

30

3,124 followers

View Profile + Follow

Explore topics

- Workplace
- Job Search
- Careers
- Interviewing
- Salary and Compensation
- Internships
- Employee Benefits
- See All

Meeting Materials:

- The Open House boards are available [here](#) and can be located on the austintexas.gov/AUSJourney webpage.
- You can also view a video tour of the Open House here.
 - <https://youtu.be/ZEYuVeeaFOc>

**Journey With AUS
Open House
Community Event
Video Walkthrough**

Austin-Bergstrom International Airport

Sign in Sheets + Surveys

- Attendees had the option to sign in upon entry and leave their email to join the AUS newsletter distribution list.
- Attendees received an event survey, with four questions and had the option to fill it out before they left or email their responses to AirportEngagement@FlyAustin.com. The surveys were given in English and Spanish. No email responses were received.
- The attendee sign in sheets and the completed surveys are available below:
 - [Sign in Sheets](#)
 - [Survey Responses](#)
- The survey questions are reproduced below:

Question 1: How did you hear about the Open House?	
a) Email b) Print ad c) Radio d) TV e) Child's school f) Someone told me g) Other	
Question 2: What did you like most about the Open House?	
a) Open House format b) Location c) Learning something new about the airport d) Refreshments e) How the information was presented	f) Helpfulness of project representatives g) Day of the week h) Time of day i) Way information was presented on boards j) Children's activities k) Convenient parking l) Other:
Question 3: What would you like to see at future Airport events hosted for neighbors and community members?	
a. Meetings more regularly: every quarter, twice a year, once a year b. Location closer to home: provide zip code _____ c. Formal presentations instead of information stations (boards) d. Hear more about what the airport can do or is doing for my community e. Other	
Question 4: Any additional feedback?	

Public Questions and Answers

The following are public comments and questions left by attendees on the participation boards.

Airport Adjacent Communities	
Question/Comment	Response
Will the city/... take an active role in reversing industrialization of area e.g. buy out facilities, oppose expansion/permitting of industrial sites?	The ability for an airport to buy out property comes from very specific funding sources the Federal Aviation Administration when the airport needs more land to develop on or when noise compatibility standards change. You can learn more about this program and process here: https://www.faa.gov/airports/airport_compliance/relocation_assistance
Will you provide money for impacted neighbors? If I wrote this earlier ... would be more stars.	
There was a comment made by council that impacted neighbors from the new fuel tanks could be bought out. How do you compensate them enough to stay in Austin which is really unaffordable? Are social responsibility funds by airlines benefitting community residents directly impacted by airport? Funds should go to community Community discussions about addressing impacts, e.g. reparations, planning, displacements, etc.	Current planned projects do not meet the criteria to receive federal funds for property buyouts because we are not purchasing additional land and because we have completed our noise mitigation program to support existing and near-term infrastructure. Each airline has their own community engagement and/or social responsibility program. AUS airlines do not provide direct funding to individuals but host community events, like blood donation drives, and support charitable foundations.
Will you support the community + pilots in pushing for closure of landfill?	The Department of Aviation does not oversee or have input on landfill operations or fire stations or any other off-airport facilities
Support neighborhood requests for public safety + fire station equipped to deal with hazardous chemicals	
Community benefits agreement Would AUS consider a community benefit agreement as a pre-cursor to future expansion?	The Department of Aviation is evaluating opportunities to develop community benefits agreements with contractors and tenants at the airport. The City of Austin Office of the Auditor recently completed a special report that surveyed eight airports, including AUS, and found all airports provide a variety of benefits to their communities. You can read the full report at https://www.austintexas.gov/sites/default/files/files/Auditor/Audit_Reports/Special_Request_Airport_Leases_and_Community_Benefits_November_2022.pdf

Fuel Facility	
Phase II fuel tanks of tank ... should be located at alternative sites! Don't construct future tanks at same site.	The Master Plan process carefully selected the site for the fuel facility through the guidance of expert airport planners, FAA design standards, the City of Austin Land Use Code (LDC), and planning best practices, which included examining environmental safety and community compatibility.
move future jet fuel tanks away from community	
Relocate future fuel storage facilities to alternative sites!	
Show local community support. Relocate future tanks. Beautify existing tanks.	
Increased truck traffic on McCall Lane during construction of fuel farm	The Department of Aviation will share this concern to the construction team and request that site crews not use McCall Lane to access McKinney Falls Parkway.
The tank farms are a big eye sore going north on McKinney Falls. It's looming in the distance. Putting art on them is weird. It's still dumping in East Austin/Travco	The Department of Aviation will engage with McCall Lane and Colorado Crossing prior to determining any design choices for an art installation or decorative fence.
I want my public info request that was request in April regarding the jet fuel tank?	The Department of Aviation is currently processing this PIR request and expects to have all requested documents available before the end of February.
Environmental	
What ways are you guys reducing or helping combat the pollution airplanes are putting out?	The Department of Aviation provides electric ground service equipment to the airlines, an alternative ground service equipment powered by diesel engines.
When is air pollution from aircraft going to be reduced?	The Department partnered with Signature Flight Support to accept the first delivery of Sustainable Aviation Fuel (SAF) to the AUS campus in 2021. This SAF is available to general aviation users out of the Signature hangar. Each airline has its own plans and procedures to reduce carbon emissions which can include flying more efficient aircraft, using fuel alternatives, like SAF, investing in emission offsets, using new technologies to set more efficient flightpaths and reduce delays and more.
\$14 million for structure removal. will space be set aside for renewable energy construction like a solar array	The Journey With AUS airport improvement program will examine opportunities to construct new renewable energy facilities.
Who's benefitting from solar panels?	The solar panels on top of the Blue Garage provide 1.5 megawatts of power to Austin Energy's Community Solar Program, which is

	<p>enough power for 160 homes, and .3 megawatts of renewable energy benefits for future airport construction projects and the airport’s Administration Building.</p>
<p>What are the health effects caused by living near an airport?</p>	<p>Noise and emissions are two topics airports typically receive interest and questions about from neighbors. The Department of Aviation participates in the Federal Aviation Administration’s Airport Noise Compatibility Planning program, also known as the Part 150 program. You can learn more about how the program helps mitigate noise from airline activity at https://www.faa.gov/newsroom/faa-airport-noise-program?newsId=18114</p> <p>The Department of Aviation also monitors noise and flight paths and tracks complaints made by community members. Community members can submit a noise complaint to AirportInfo@FlyAustin.com</p> <p>The Department of Aviation has sustained carbon neutral Department operations for two years in a row, starting in 2020.</p> <p>In 2021, AUS was the first medium-sized airport and fourth overall airport in North America to achieve the level of “Level 3+ Neutrality.” To renew the Level 3+ accreditation for 2021, AUS has made significant emission reductions and continued to offset residual emissions by investing in and implementing projects and innovations that reduce carbon dioxide. While these emissions stem from Department of Aviation activities and airport operations and “neutrality” does not include airline emissions, a vital part of the ACA program involves airports working with airlines and other stakeholders to collectively reduce emissions.</p> <p>Ongoing emission reduction projects and innovations that minimize Department of Aviation operation impacts on the environment include:</p> <ul style="list-style-type: none"> • A partnership with Austin Energy to generate 1.8 megawatts of renewable solar energy on the airport campus which provides power to the airport and 160 local homes through the Community Solar Program. • A partnership with Signature Flight Support to accept the first-ever delivery of Sustainable Aviation Fuel to AUS in 2021. • Using 100% renewable energy in the Barbara Jordan Terminal through Austin Energy’s GreenChoice Program. • Using renewable natural gas to power AUS’s shuttle bus fleet, expanding the use of alternative fuels, and piloting a renewable natural gas credit sharing program with Clean Energy to aid airport partners in reducing their emissions.

	<ul style="list-style-type: none"> • Receiving Gold LEED Green Building certifications on several buildings on the airport campus, including the 2019 nine-gate expansion and administration building. • Achieving an Austin Energy Green Building 3-star rating on one of the newest completed airport facilities, the Airport Career and Development Center. • Implementing Energy Efficiency Retrofits throughout campus in HVAC systems, Energy Efficient Boilers, and using LED lighting throughout the campus, parking garages, and airfield. • Purchasing renewable energy and carbon offsets from sustainable sources and promoting The Good Traveler program to AUS passengers. • Establishing the AUS Food Rescue Program, which donates unused perishable food from concessions to Keep Austin Fed, and a campus-wide composting and recycling program. • Partnering with airlines to support electric-powered airline ground service equipment.
<p>With ... expansion, city should consider covering at least 1-2 days of charge for EVs.</p>	<p>At this time, there are no plans to add battery storage on the airport campus for Electric Vehicles (EVs).</p> <p>AUS does offer multiple EV charging stations in partnership with Austin Energy's (AE) Plug-In EVerywhere program. You can learn more about AE's program and see airport charging locations at https://austinenergy.com/green-power/plug-in-austin/charging-station-map</p>
Terminal Improvements	
<p>International need bigger room; trollies for luggage if coming abroad</p>	<p>The Department of Aviation is currently analyzing data and developing options to improve customs.</p>
<p>More information on improving the international arrivals & departures</p>	
<p>Security lines on Mondays; clean up between red garage and baggage claim lower level</p>	<p>Monday is one of the busiest days of the week. Our partners at the Transportation Security Administration have hired more officers and have brought in additional officers to staff checkpoints through their National Deployment Office program.</p> <p>The Department of Aviation recently hired additional staff to focus on pre-security facility cleanliness. We will share your feedback with our facility team.</p>
<p>Can we have a yoga room @ airport?</p>	<p>The west side expansion will create a sensory room and the Department of Aviation can look for opportunities for a yoga room as we get further along in our improvement and expansion program.</p>

Parking and Transportation	
Time to increase the size of the cell phone waiting lot	<p>At this time, there are no plans to expand the Cell Phone Lot. AUS offers \$5 an hour short term parking on the third floor of the Red Garage for drivers picking up or dropping travelers off who need a little extra time. We don't plan to reinstate the free 30-minute parking.</p>
The cell phone lot entrance exits are very small. Many times it's ... close. Could we have it expand? Or the free 30 minute pick up brought back in short term garages? Thx!	
Appreciate the cell phone lot but would like to see the 30 min free garage parking back because curbside traffic is frequently daunting and hectic	
Improve the access to the cell phone lot, end the exit on to the main road that leads to pick up/drop-off please :)	
I fly a lot for work, even though we do need aus expanded, it is one of my favorite airports. access to local businesses in the terminal, the airy ..., onsite parking and easy drop off and pickups are key. thanks for these and please keep them as a part of ongoing decisions!	
We need rail access to the airport! the traffic by car is not regulated well. Also need to move uber/lyft pickup spot.	<p>Our partners at CapMetro are constructing the Blue Line light rail, which will be an 8.2-mile light rail transit (LRT) corridor that would operate from Republic Square in downtown Austin to the Austin-Bergstrom International Airport (AUS).</p> <p>You can learn more about the future of light rail at the airport by visiting: https://projectconnect.com/projects/blue-line</p> <p>Currently, CapMetro services the Barbara Jordan Terminal through the high-frequency Route 20. For more information, visit CapMetro.org or call 512-474-1200.</p>
Make the airport accessible by something other than a car! (bus, rail)	
Would like to see a train stop or a park and ride from location(s) beyond downtown & UT campus - east or southeast stops would be great	
Bring back 30 min parking in the garages for passenger pickup or drop-off. More personal to most family at baggage claim than pick up at curbside.	<p>AUS offers \$5 an hour short term parking on the third floor of the Red Garage for drivers picking up or dropping travelers off who need a little extra time. We don't plan to reinstate the free 30-minute parking.</p>
Community Engagement	
How will feedback be implemented? Particularly from residents who are impacted by the expansion projects in neighboring communities?	<p>The Department of Aviation is improving community engagement by hiring new staff members in the Public Information Office and the Airport Affairs team and working with community engagement firms to help increase engagement and outreach activities to neighbors, travelers and business industries.</p> <p>The Department will continue to host community events for neighbors and the traveling public to learn more and will continue to seek feedback from neighbors and travelers about airport</p>
How do residents get their voices not just heard but as part of the decision making process?	
Be truthful to the "residents" that are ABIA neighbors	

Have transparency on yearly inspections as well as communication with neighborhood orgs	growth and improvements.
Community events are very import to young and old	The Department is in the process of creating a program that will provide transparent information about the facility to the public.
Open House Feedback	
ABIA ... to busy discussing industry days and couldn't	We are sorry that we did not get to answer your question. Please email us at AirportEngagement@FlyAustin.com and we will get back to you as soon as possible.
Q&As in a formal town hall setting	The Department of Aviation will host future community events in different locations and in different formats. We appreciate your feedback and attendance!
Please continue [these Open Houses]. it would be great to do one with mayor kirk watson, too!	
More detail about impacts airport growth will have on surrounding communities and steps you are taking to make it as palatable as possible.	
nice event. learned alot. hope to hear more on when questions are answered.	
It seems like it would be great idea to hold events at the family viewing area weather permitting:)	
Found out last minute. Perhaps a web form or means by which to gether topics/questions to be addressed @ the subsequent Open House	
Other	
Any influence on the Hwy structure on Hwy 71?	Highway 71 is maintained by the Texas Department of Transportation (TxDOT/TxTag) and the Central Texas Regional Mobility Authority (Mobility Authority). The Department of Aviation partners with these agencies on an as-needed basis for projects and will partner with these agencies for long-term AUS 2040 Master Plan projects, like a new braided interchange with Presidential Boulevard and SH71.
How do you decide which local businesses are represented? Do you have a minimum quota on the quantity?	The City of Austin has a competitive bidding process to ensure a fair process and to deliver the best value to our community. The Austin airport does not contract directly with vendors for construction projects, but construction projects are solicited through City of Austin processes.
More transparency on situation with the South Terminal. Our tax dollars are paying for this litigation process! Expansion is needed now more than ever.	The Department of Aviation does not receive any City of Austin taxpayer dollars. Airport operations and expenses are funded through traditional airport development funding sources, such as airport cash reserves, current and future airport revenues, future revenue bond proceeds, and Federal Aviation Administration grants. No local Austin taxpayer dollars will be used to fund the

	<p>expansion program.</p> <p>The Department of Aviation will continue to fulfill its contractual obligations and exercise its rights under the South Terminal lease. The City continues to move forward with acquiring the leasehold through condemnation, a necessary step to increase capacity for more flights at AUS through the Airport Expansion and Development Program. A vital component of the Program is the new midfield concourse, which necessitates the future closure of the South Terminal.</p>
<p>I would like continuous outreach on how I can work & do business with the airport.</p>	<p>The Department of Aviation is partnering with a local community outreach firm and the Small and Minority Business Resource Office to conduct business and industry outreach. If you would like to be included in our business industry outreach list, please email us at AirportEngagement@Flyaustin.com</p>
<p>Why does AUS airport rank #2 in the USA in handguns confiscated by TSA (compared to traffic)</p>	<p>It is possible that as a record-breaking number of people are flying out of the Austin airport, many of them are forgetting to unpack their firearm from their carry-on. For more resources on how to legally fly with a firearm, visit https://www.austintexas.gov/news/know-you-go-traveling-firearms</p>
<p>With the planned expansions, is there room to consider improvements for the purpose of planespotting i.e. DFW Founder's Plaza? The current area is good for mornings but backlit in the afternoons when people are off work & school.</p>	<p>While it is not in our near-term Journey With AUS improvement program, there is a new location designated in the Airport's 2040 Master Plan for a new public viewing area located off 183 to view the landings along the west runway.</p>

Staff Participation

David Smythe-Macaulay	AUS
Sam Haynes	AUS
Tae Gallegos	AUS
Somer Shindler	AUS
Lyn Estabrook	AUS
Rustin Roussel	AUS
Jennifer Williams	AUS
Lesly Ramirez	AUS
Elizabeth Ferrer	AUS
Nicole Sherbert	AUS Consultant
Kane Carpenter	AUS
Kingsley Coppinger	AUS
Julianne Hanckel	Adisa Communications
Ashleigh Hamilton	Adisa Communications
John Gallo	AUS
Kevin Russell	AUS
Raquel Orta	AUS

For questions:

For additional questions, please email Airportengagement@flyaustin.com.