

## Minutes of the MNA Management Committee



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Date: March 9, 2022 Nashville International Airport Boardroom

Time: 11:00 a.m.

Committee Members Present: Bill Freeman, Chairman; Nancy Sullivan, Vice Chair; Joycelyn Stevenson, Secretary and Jimmy Granbery

Committee Members Absent: Bobby Joslin

Others Present: Doug Kreulen; Andrew Byrd; Neale Bedrock; Lisa Lankford and Ginger Cork

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### I. CALL TO ORDER

Chairman Freeman called the meeting of the Metropolitan Nashville Airport Authority Management Committee to order at 10:14 a.m. pursuant to Public Notice dated March 4, 2022.

### II. APPROVAL OF MINUTES

Chairman Freeman made a motion to approve the minutes of the January 12, 2022 MNA Management Committee, and Secretary Stevenson seconded the motion. The motion carried by vote of 4 to 0.

### III. CHAIR'S REPORT

Chairman Freeman did not have a Chair's Report.

### IV. ITEMS FOR APPROVAL

NONE

### V. INFORMATION ITEMS

#### A. Affirmative Action Program Update

President Kreulen recognized Ms. Gale LaRoche, VP, Administration, for her assistance with this program. President Kreulen then provided an update on the 2022 Affirmative Action Program "AAP" that was prepared by Ogletree Deakins. In the AAP review, three areas were reviewed 1)

minorities & females; 2) protected veterans; and 3) individuals with disabilities. In the area of minorities and females, it was recommended that we establish a minority goal for craft workers (maintenance) and service workers (police). Disparity in compensation was found for females and black or African Americans by EEO group but after further analysis by job title there was no disparity. In terms of employment, there no findings for promotions. Disparity was found in hiring males for first/mid-level officials & managers, craft workers (maintenance) and service workers (police). Disparity was found towards terminated native Hawaiian or Pacific Islanders in administrative support workers but was resolved when analyzed by voluntary & involuntary terminations. Under the area of protected veterans, we had an annual hiring goal of 5.6% but we fell below our goal at 4.5%. In the area of individuals with disabilities, we did not meet our 7% goal however we showed stable employment overall with a positive trend from 2018 – 2021. Overall, it was a strong report and a good outside review – we didn't see anything alarming to us other than continue our efforts in maintenance and public safety with recruiting minority members to those departments.

President Kreulen added the AAP recommendations are to increase minority outreach for craft workers (maintenance) and service workers (police) during 2022. As we hire, they have asked that we work to increase outreach to males for the first/mid-level officials and managers, craft workers, and service workers job groups and to also review the hiring process for these job groups. On the termination side, we were asked to continue to monitor terminations for trends and to watch the small number of native Hawaiian or pacific islanders in administrative support workers job group as they impact results. It was also recommended to continue outreach activities which have been providing results for the individuals with disabilities and protected veterans hiring. For areas where the goals were met, we were asked to continue to engage in supportive activities to ensure a positive outcome.

Commissioner Granbery added that our efforts to keep track of these areas is commendable. President Kreulen stated that Ms. LaRoche and her team, along with Mr. Neale Bedrock, EVP General Counsel and Chief Compliance Officer, keep track of this on a regular basis and it's broken down by every category possible.

Secretary Stevenson inquired about the increase in outreach and asked if this would involve expanding where we search and how we send out announcements. Ms. LaRoche responded to Secretary Stevenson and stated that we have about 90 sites that we go to, including minority and Latino sites. Ms. LaRoche added the one thing we need to do more of is physically go out and go

to the job fairs. This area has been heavily impacted by COVID and we hope to do a lot more of these activities in the future.

Commissioner Granbery discussed MTSU's aviation program, and President Kreulen added that he is familiar with MTSU with Dr. McFee. President Kreulen also said he is on the aviation board at Auburn, and basically the airlines provide grants to students to learn to fly in college. Delta is working with MTSU and Auburn, and United just went into Auburn. General Brown, the Chief of Staff for the Airforce, is recruiting as well. This is a good for those who want to be an aviation mechanic or pilot, because airlines are sponsoring your college and there are many job opportunities.

Secretary Stevenson added that she knows that some companies like Asurion and others have created internal programs to find high performing minorities who have interest in doing other work. They have created training programs in-house and eventually minorities are moved into other skilled positions. This is something else to consider as we look to increase minorities in higher ranks here at the airport. President Kreulen said he and Gale will reach out to her so they can discuss this more.

Commissioner Granbery said you've just got to think outside the box now. President Kreulen said Emory Riddle is doing the same thing and you will see it in central Michigan – they have a big aviation program. Commissioner Granbery asked if MTSU was going to move to Smyrna. President Kreulen said Murfreesboro citizens are not happy with the volume of students flying over the city and so they are going to move the aviation program to Shelbyville. Governor Lee is providing funding for them to move their headquarters to Shelbyville because it's a smaller GA airport.

This item was presented for informational purposes only, and no action was required.

#### B. Red Flag Update

President Kreulen introduced Ms. Lisa Lankford, VP Strategic Advisor to the President, to provide a Red Flag Update to the Board of Commissioners. Ms. Lankford reported that we have received two red flag reports on our reporting hotline, which is open to all employees and to the public. The first Red Flag report was anonymously filed on February 1, 2022, alleging electrical apprentices are attending Tennessee College of Applied Technology "TCAT" on Fridays from 8:00am to 2:30pm with a 1-hour lunch are receiving 8 hours pay. This was investigated by Human Resources and the Law Department, who verified the following: 1). student's attendance through attendance logs

and interviews with TCAT instructions 2) apprentices use PTO if classes are cancelled and 3) the program design currently allows for 6 hours class time and 2 hours travel time to/from TCAT, resulting in 8 hours pay. The investigators identified two opportunities for improvement, including 1) reconciliation and approval of attendance logs and 2) update policy language regarding travel time. This will be administratively closed with no evidence of fraud or time theft. Opportunities for improvement will be tracked through Internal Audit.

The second Red Flag report was received on February 7, 2022 regarding to our lactation room access. A customer was unable to access the Concourse B Mamava pod on February 6, 2022. This was investigated independently by Engineering, Maintenance and Customer Experience, who verified 1) signage was in place and was unobstructed 2) phone numbers for assistance were visible and 3) the pod was accessible through the free Mamava app. This will be administratively closed, with no evidence of fraud. In conclusion, we are in compliance with the Friendly Airports for Mothers Act "FAM", which requires a lactation area in the sterile area of each passenger terminal building of large and medium hub airports. Our Customer Experience team has also reached out to this passenger and expressed our concerns over her inconvenience and have offered assistance the next time she is in this airport.

Commissioner Byrd asked for clarification on how passengers enter the lactation, and Ms. Lankford explained that when you walk up, there is a sign on the door that has a picture with directions on how to download the app to gain access to the room. President Kreulen added the reason this is important is because you can reserve the room which is super helpful when flying. Secretary Stevenson asked if there is a way to tell you if it is occupied. President Kreulen said yes you can tell in the app if it is occupied and not available for use. Commissioner Byrd asked if the pod is a one passenger / one child room? President Kreulen said it is made for singular use for the mother and the baby. Ms. Lankford added that the customer did reach out to an airline lounge for help, but she did not reach out to the number listed on the pod. President Kreulen added that the number listed is our Communications Center, and they all have a checklist so they can walk someone through, should anyone call and need assistance.

This item was presented for informational purposes only, and no action was required.

VI. ADJOURN

There being no further business brought before the Management Committee, Chairman Freeman thanked the Commissioners for their participation and adjourned the meeting at 10:31 a.m.

  
Joycelyn Stevenson, Board Secretary