



Meeting of the MNAA Management, Audit & Compliance ("Management") Committee

January 11, 2023

Call to Order

January 11, 2023

Approval of Minutes

Meeting of the MNAA Management, Audit & Compliance Committee

November 9, 2022

Chair's Report

Joycelyn Stevenson

Management Committee Chair

Items for Approval

January 11, 2023

- Naming Policy, Resolution 2023-01

Item for Approval

Ted Morrissey, C.M.
Assistant General Counsel

- **March 2010:** Board adopted a Naming Policy for naming buildings, spaces, facilities or streets owned by MNAA or located on MNAA property
 - Deceased for two years by time of Board approval
 - Made a substantial personal contribution to MNAA and/or the field of aviation in Middle Tennessee
 - Allows for naming rights for corporations or other entities in exchange for monetary consideration
 - Board approval, by resolution, required
- **January 2023 Revision:** Increases the length of time required for an individual to be deceased from **two years to ten years**
- **Staff Recommendation:** Staff requests that the Management Committee recommend to the Board of Commissioners that it:
 - 1) Approve the amended Naming Policy;
 - 2) Authorize the Chair and President and CEO to execute Resolution 2023-01; and
 - 3) Authorize the President and CEO to execute the amended MNAA Naming Policy.

Naming Policy

- Resolution 2023-01

Information Items

January 11, 2023

- Ethics Policy / Bylaws Status Update

Information Item

Neale R. Bedrock, Esq.
General Counsel and Chief
Compliance Officer

Ethics Policy / Bylaws Status Update

Sample Matrix

MNA Code of Conduct Section	Airports/Public Agencies	Best Practices	J&B Recommendation
<p>Section 3 – Gifts, Entertainment, and Favors</p> <p>(C) The following do not constitute “gifts, entertainment, and favors” as prohibited by this Section:</p> <p>(3) Acceptance of advertising or promotional material of nominal value (less than \$150.00) such as pens, pencils, note pads, key chains, calendars and similar items.</p>	<p>The Airport Authority codes we have reviewed define “nominal” gifts as \$25 or less. (See, for example, Tampa Aviation Authority and Metropolitan Washington Airport Authority).</p> <p>The Lee County code does not exclude from the definition of “gift” any “nominal” amount. Instead, the code excludes from the definition of “gift” specific categories (like honoraria, non-monetary awards, etc.) that, as defined, could not improperly influence the recipient.</p>	<p>Corporate codes typically use a very low dollar threshold (\$25 - \$50) to define “nominal” value for gifts, particularly when gifts are given to public officials.</p> <p>Best practice is to permit nominal gifts only if they are given infrequently and without any intent to influence an official’s decision-making.</p>	<p>For Section 3(C)(3), reduce nominal value of gifts to \$25, which is an amount more in line with pens, pencils, note pads, key chains and similar items referenced in the section. Make clear that even nominal gifts may only be received infrequently from the same person (e.g. less than 2-3 time per year).</p> <p>MNAA Commissioners may still be permitted to accept gifts over \$25, but only if the proposed gift satisfies the other provisions in the Code.</p>

- Board Officer Discussion

Information Item

Joycelyn Stevenson
Vice Chair, Board and
Chair, Management Committee

3rd Amended and Restated Bylaws of the MNAA Board of Commissioners (*paraphrased*)

- 2.3.1 Board Officers. General
 - Elections: Month of May, even number years
 - Elect Chair, Vice Chair and Secretary, by affirmative vote of majority of members
 - 2-year term

- 2.3.3 Vice Chair
 - Acts as Chair in absence of Chair

- 2.3.5 Vacancy
 - Any vacancy of an Officer shall be filled for said Officer's unexpired term in such office at a subsequent meeting of the Board by affirmative vote of a majority of the members of the Board

Board Officer Discussion

Executive Session

January 11, 2023

Background Information:

- **2 events – 1 known, 1 unknown**
 - 1) Forecast for Snow & Ice (Polar vortex known)
 - 2) Airline Nationwide Scheduling Failure (Southwest unknown)
- **December 23-26 Snow & Ice Forecast (4 days)**
 - Runways & Taxiways remained operational
 - 554 Southwest flights cancelled impacting 71,173 passengers
 - Flights cancelled...
 - After passengers arrived at airport
 - Created long lines and baggage storage issues
- **December 27-29 Nationwide Scheduling Failure (3 days)**
 - 610 Southwest flights cancelled impacting 67,045 passengers
 - Flights cancelled...
 - Before passengers arrived at airport
 - Reduced lines and storage issues

Executive Session

Snow & Airline Events



Executive Session

December 23, 2022

- Southwest Ticket Counter
- 5:00 am



Executive Session

December 24, 2022

- Southwest Ticket Counter
- 5:00 am



Executive Session

December 25, 2022

- Southwest Ticket Counter
- 5:00 am



Executive Session

December 26, 2022

- Southwest Ticket Counter
- 5:00 am



Executive Session

December 27, 2022

- Southwest Ticket Counter
- 5:00 am



Executive Session

December 28, 2022

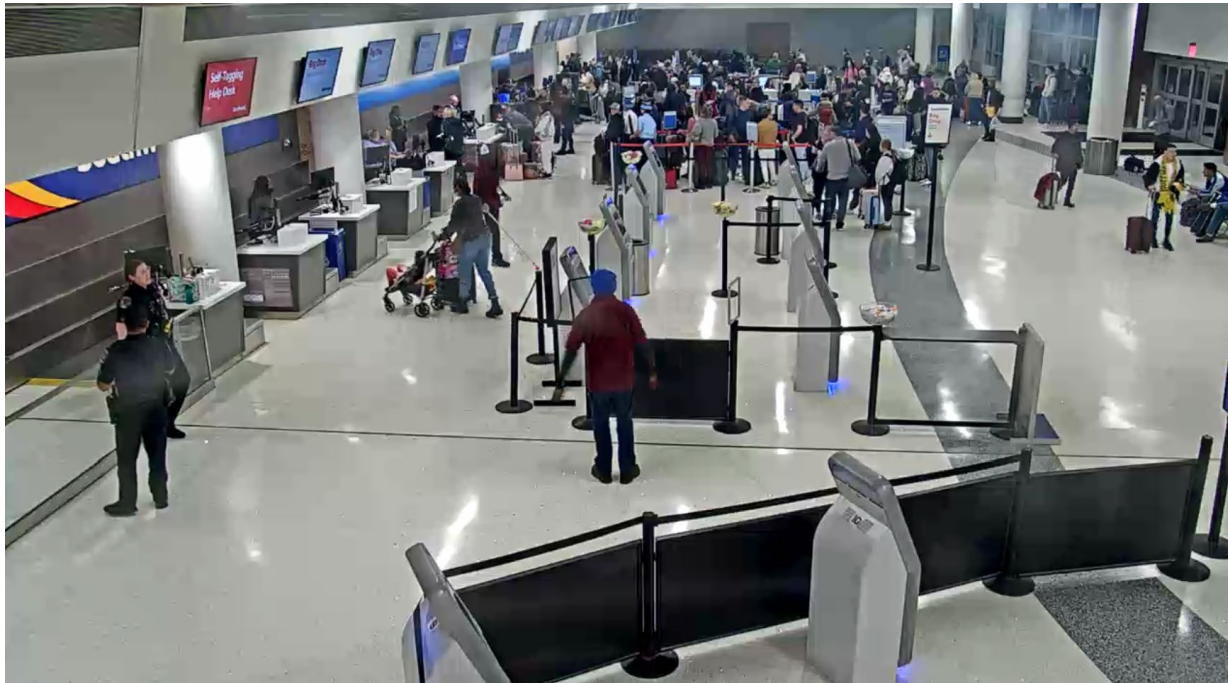
- Southwest Ticket Counter
- 5:00 am



Executive Session

December 29, 2022

- Southwest Ticket Counter
- 5:00 am



Executive Session

December 30, 2022

- Southwest Ticket Counter
- 5:00 am

Tennessean Editorial Feedback:

- Failed leadership, planning and communication
- Bumbling airline, airport, authorities, employees
- Why is Southwest airlines able to use airport police personnel as a private security service?
- How will the airport (and airlines) fix this situation and why wasn't there a plan to assist customers courteously?

Executive Session

Snow & Airline Events



Leadership, Planning and Communication

- Airport Certification Manual (14 CRF Part 139)
- Snow and Ice Control Plan (Part 139.313)
- Airport Emergency Plan (Part 139.325)
 - 15 hazards, 4 exercises annually
 - Aircraft Accident
 - Terrorism
 - Hijacking, Bomb Threat, Active Threat
 - Fire
 - Natural Disaster
 - Hazardous Materials Incidents
 - Failure of Power for Movement Area Lighting
 - Water Rescue Situations
 - Removal of Disabled Aircraft
 - Security Breach
 - Crowd Control
 - Evacuation Plan
 - Unauthorized Unmanned Aircraft System (USA) Operations
- Airport Security Plan (49 CFR Part 1542)

Executive Session

Snow & Airline Events

- Response to:
 - Leadership, Planning and Communication

Airport Public Safety Requirements and Training

- Accreditations
 - Commission on Accreditation of Law Enforcement Agencies (CALEA)
 - 1996, 1st airport certified in North America, 1 of only 8 certified
 - Tennessee Law Enforcement Agency (TLEA)
- 87 officers maintain a minimum of 3 certifications
 - Police Officer
 - Aircraft Rescue & Fire Fighter (ARFF)
 - Emergency Medical Responder (EMT or Paramedic)
- Specialized Skills Training (7)
 - Crisis Negotiations, Criminal Investigations, Special Weapons and Tactics (SWAT), K-9 Explosive Detection, K-9 Narcotics Detection, Hazardous Materials, Water Rescue, Explosion Ordinance Disposal (EOD)
- Law Enforcement
 - TCA 39-14-405 – Criminal Trespass
 - TCA 39-17-305 – Disorderly Conduct
 - TCA 39-17-109 – Airport and Aircraft Security

Executive Session

Snow & Airline Events

- Response to:
 - Bumbling airline, airport, authorities & employees

Officer Requirements

- MNAA Officers are not a private security force for our tenants. They have specific State and Federal requirements to meet/enforce

Airport Authority Lessons Learned

Leadership

- Operations
 - Airline Station Manager & employees – Additional training on roles & responsibilities for customer service (airlines vs. airport)
 - Airline Gate Announcements – Use PA system to inform passengers of cancellations vs. individually at gate counter
 - Airport Authority – Clearly set expectations/requirements for Law Enforcement support to challenges with airline customer service issues
 - Law Enforcement – Consider escorting gate agents away from gate when crowds overwhelm airline personnel
 - Airport Authority – Better define roles & responsibilities of duty Managers, Shift Lieutenants/leadership and Airport Communications Center to effectively relay ongoing activity/challenges
 - Airport Authority – Publish a duty roster detailing roles & responsibilities for each department to cover incidents after normal duty hours, during holidays, and emergency operations

Executive Session

Snow & Airline Events

- Response to:
 - Southwest airlines using airport police personnel as a private security service
 - How will the airport (and airlines) fix this situation and why wasn't there a plan to assist customers courteously?

Airport Authority Lessons Learned

Leadership

- Corporate Communications & Crisis Communications
 - Faster Alerts and Responses to internal and external customers
 - Outreach to tenant corporate communications teams
- Customer Service
 - Focus on BOTH Pre and Post Security areas
 - Define services to be provided
- Airport Communications Center
 - No call to the ACC should be considered routine
 - To enhance safety, dispatchers must insist on and document critical information to accurately relay the environment officers are being dispatched
- Public Safety
 - Roll Call – Pass Down
 - Body Camera Battery Usage (double shifts)
 - We are not Customer Service Agents for our tenants
 - Situational Awareness – Christmas, Cancellations, Empathy

Executive Session

Snow & Airline Events

- Response to: *(continued)*
 - How will the airport (and airlines) fix this situation and why wasn't there a plan to assist customers courteously?

- **Conclusions**
 - **We can do better**
 - We need to engage with the airlines sooner
 - Airlines should inform passengers of cancellations before arriving at BNA
 - Once at BNA, Airlines must clearly communicate instructions to passengers
 - Airlines should use Public Address (PA) system to communicate with crowds
- **Lessons Learned Meetings with Staff**
 - January 4th, 6th and more to follow...
- **All Team Meeting & Employee Lessons Learned Training**
 - Thursday, February 16th, 6 am, 9 am, 12 pm, 3 pm

Executive Session

Snow & Airline Events

- Conclusions & Next Steps

** Tennessean Editorial Board**

- Tuesday, January 17th
- 2:00 PM



Meeting of the MNAA Management, Audit & Compliance ("Management") Committee

Meeting Adjourned