

**MINUTES OF THE
CONNECTICUT AIRPORT AUTHORITY
BRADLEY ADVISORY COMMITTEE MEETING
THURSDAY, JANUARY 12, 2017, 10:00 A.M.
BRADLEY INTERNATIONAL AIRPORT – ADMINISTRATION CONFERENCE ROOM
WINDSOR LOCKS, CONNECTICUT**

Members Present:

Joseph Calsetta
Gina Pastula
Richard Sullivan
Scott Pflueger

Staff Present:

Kevin A. Dillon, A.A.E.
Alex Peterson
Alisa Sisic
Sharon Traficante

Members Absent:

Martin Seifert

- 1. Call to Order:** Mr. Dillon called the meeting of the Bradley Advisory Committee to order at 10:06 a.m. and noted a quorum.

- 2. Approval of Minutes:**

- (a) October 20, 2016**

Mr. Sullivan made a motion (Seconded: Mr. Pflueger) to approve the minutes from the October 20, 2016 Bradley Advisory Committee meeting. **Voice vote – motion passed unanimously.**

- 3. Executive Director's Report:**

Mr. Dillon reported on Aer Lingus performance, the new Escape Lounge, and recent JD Powers survey results. General discussion ensued regarding lounge utilization and Bradley amenities.

- 4. Discussion Items:**

- (a) Discussion of Website Upgrades.**

Ms. Sisic provided an overview of upcoming website upgrades and social media initiatives. General discussion ensued regarding highlighting services and routes on the new website.

- (b) Discussion of Air Service Development Initiatives.**

Mr. Dillon reported on the pursuit of new routes and an initiative to recruit an ultra-low cost carrier to launch operations at Bradley. General discussion ensued regarding available incentives, passenger growth, and targeted domestic markets.

- (c) Discussion of Customer Service Initiatives.**

Mr. Dillon reported on customer service initiatives that are underway to enhance the Bradley experience, including restroom rehabilitation and concession recruitment. Discussion ensued regarding airline performance and cleaning routines.

- 5. Action Item:**

- (a) Consideration of and Action Upon Approval of a 2017 Bradley International Airport Advisory Committee Meeting Schedule.**

Mr. Calsetta made a motion (Seconded: Mr. Sullivan) to accept and approve the 2017 Bradley International Airport Advisory Committee meeting schedule. **Voice vote – motion passed unanimously.**

6. Adjournment:

Ms. Pastula made a motion (Seconded: Mr. Calsetta) to adjourn the meeting at 11:26 a.m.