



Cape Girardeau Regional Airport Advisory Board Meeting - Minutes
August 8, 2023

The Cape Girardeau Regional Airport Advisory Board held their regular meeting on August 8, 2023 at 11:30 am at The Pilot House Restaurant.

Board Members Present:

Richard Knote, Chair
Beverly Clear, Vice Chair
Joe Uzoaru, Board Member
Justin Davidson, Board Member
Dr. Quantella Noto, Board Member
Mike Marshall, Board Member
Shawn Wasson, Board Member
Keith Boeller, Board Member

Staff Present:

Katrina Amos, Airport Manager
Audrey Lorch, Airport Support Spec.
Mark Bliss, City Council Member

Others Present: Maryam Seydalousseini, Southeast Missourian

Absent: Mark Mehner, Board Member

Call to Order/Approval of Minutes – Mr. Knote called the meeting to order at 11:30 am. Ms. Noto motioned and Mr. Boeller seconded a motion to approve the June 2023 minutes. All were in favor and the motion passed with a unanimous vote.

Appearances – Matt Chaifetz, Contour Airlines (via zoom); Dana Thomas, Bold Marketing

I. Old Business -

- A. **Airport Activity Report** – Ms. Amos reported the Airport Activity Report. At this time ,CGI is down by 14% for enplanements compared to 2022 YTD; however enplanements are up for the month of July compared to the same period in 2022. The current numbers are unofficial and will need to be verified by Contour. As expected summer leisure, traffic has increased.

- B. **Airline Update** – Mr. Chaifetz joined the board meeting via zoom to give a six month operational report for CGI. During the discussion, Mr. Chaifetz discussed the positives and challenges experienced taking over several EAS markets so quickly. He discussed Contour’s strategic plan to acquire additional aircraft and streamline their reporting to various reservations systems. The Board Members asked various questions and provided input concerning some operational issues stemming from miscommunications during irregular operations. Mr. Chaifetz expressed Contour Airlines is investing in its applications and website, his plan to execute better customer service, and mobile app usage, which are being upgraded. Mr. Chaifetz explained to the Board operational decisions are made based on a set of dynamic circumstances but Contour is working to improve their overall operations.

Ms. Amos reported that within the last 90 days of operations overall, Contour performed 85% on-time arrival and a completion rate of 97%. It was noted these quarterly metrics are in line with the industry average of mainline carriers including American and United Airlines with 76% and 66% respectively. More discussion on this topic.

- **Dana Thomas, Bold Marketing** – Ms. Thomas appeared before the Board to recount her team’s experience flying Contour Airlines. As part of the marketing proposal, Ms. Thomas stated her team utilized the service as “secret shoppers” to put together a six-month marketing proposal for CGI. It was noted they did experience delays on their trip and indicated communication was the biggest issue during the delay experienced the return flight. Ms. Thomas noted airport staff, the aircraft, and overall experience was mostly positive with the exception of the lengthy delay. This was further discussed during the conversation with Contour.

C. **Cape Aviation Report** – Ms. Amos presented the Cape Aviation fuel sales reports from June and July to the Board to go over at their convenience. Sales remain very well, June sales were exceptional due to Military fuel sales at 18%, and July was very complete as well compared to fiscal year 2022.

D. **Airport Projects Update** –

- **New Terminal Building** – Ms. Amos reported the project continues to progress along. KCI Construction is currently working on foundations, footings, and stem-walls, with a topping out ceremony scheduled for early October. More discussion on this topic.
- **T-Hangars** – Ms. Amos announced Zoellner Construction has started demolishing the T-Hangars; this process should take several days with clean up included.

II. New Business

A. **Severe Thunderstorm Damage - Ms.** Amos shared photos with the Board of the storm damage that struck CGI on July 2nd. There was damage to several hangars, aircraft, and buildings on the airport campus. An insurance claim has been filed on the damage. The terminal roof, damage from a previous weather event, is scheduled to be replaced soon.

I. **Non-Agenda Items** – N/A

II. VI. **Adjournment** – There being no other business, Mr. Marshall moved to adjourn the meeting, Ms. Noto, second the motion. All were in favor. The meeting adjourned at 1:00 pm.

Minutes prepared by:

Audrey Lorch, Airport Support Specialist