

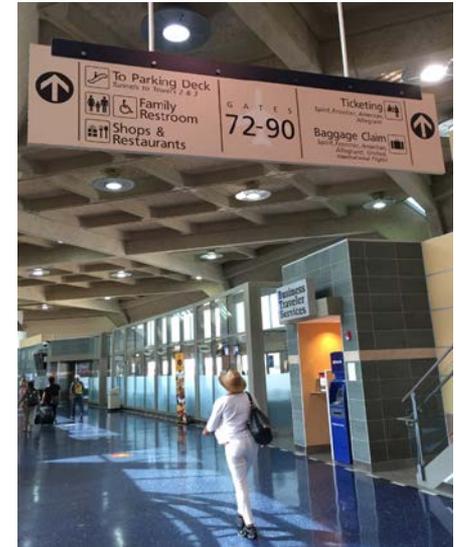
Kansas City Aviation Department

Update to Airport Committee – July 21, 2016



Status of Customer Service Improvements

- ➔ Additional electric outlets in public areas
- ➔ Wayfinding / Rental Car Signage
- ➔ Review Wi-Fi speed / coverage / study
- ➔ American Airlines checkpoint and gate area
- ➔ International gate area modernization
- ➔ Interior lighting
- ➔ Partnership with American Jazz Museum & Negro Leagues Baseball Museum
- ➔ Cell phone lot evaluation



Electrical Outlets in Public Areas

- ➔ Adding approximately 700 seats with power in public areas of Terminals B and C
- ➔ Timeline and Cost: tbd



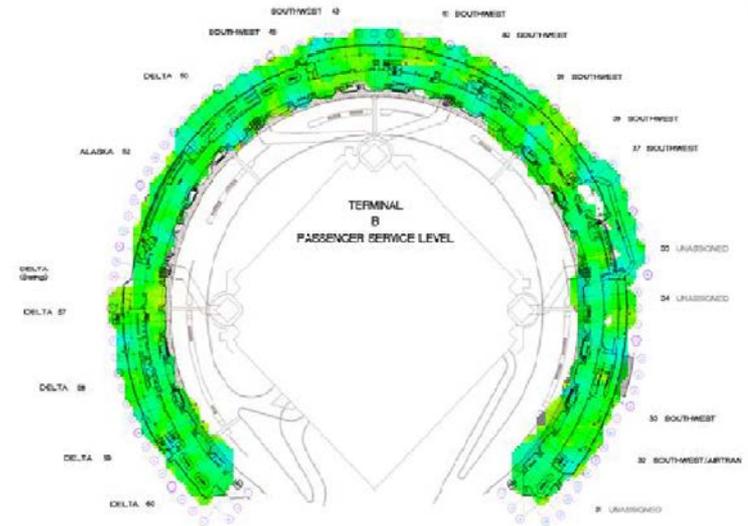
Wayfinding / Rental Car Signage

- ➔ Opportunity to add 26 bi-directional interior signs for rental car shuttles
- ➔ Most frequently asked question to Airport Police and Airport Ambassadors
- ➔ Timeline and Cost: TBD



Review Wi-Fi Speed & Coverage

- ➔ Consumer Wi-Fi usage continues to increase. Usage up 40% YTD from July 2015.
- ➔ Internet speed to be increased to 1GB. ETA for upgrade: October 1st 2016.



American Airlines Checkpoint & Gate Area

- Cost expected in \$5M range
- Next steps...Meet with stakeholders, assign costs, determine timeline and phasing

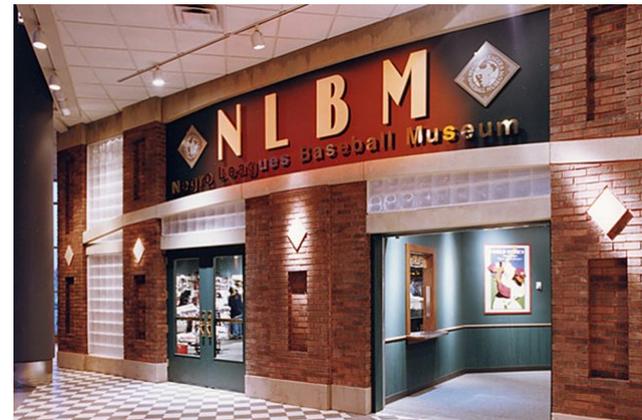
International Gate Area Modernization

- ➔ KCAD has contacted the US Customs and Border Patrol regarding possible modernization of International gate area.
- ➔ Exploring the possibility of adding boarding bridge for international arrivals.



Local Partnerships

- July 14th – Meeting with Negro Leagues Baseball Museum
- August 2nd – Meeting with American Jazz Museum



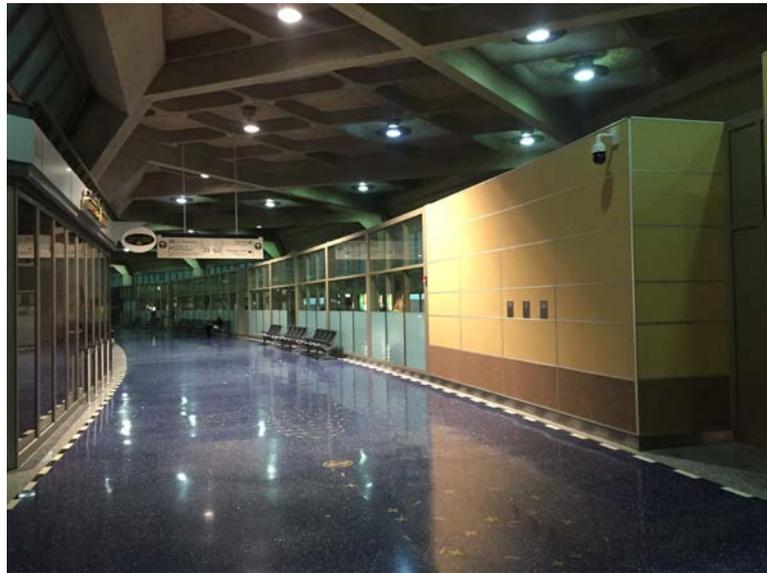
Interior LED Lighting

- Lighting study completed for terminals B and C.
- New LED lighting fixtures are currently being evaluated.
- 830 fixtures, Cost \$281K, less \$248K for rebates and incentives
- **Net Cost \$33K** **Energy Savings \$120K/yr**

Buildings Included:

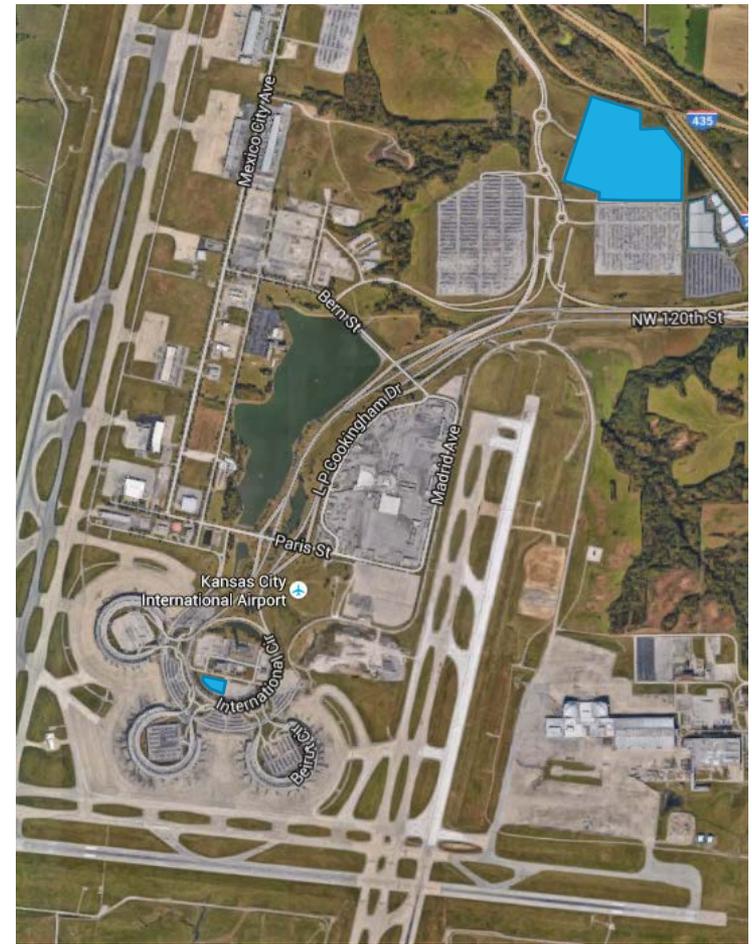
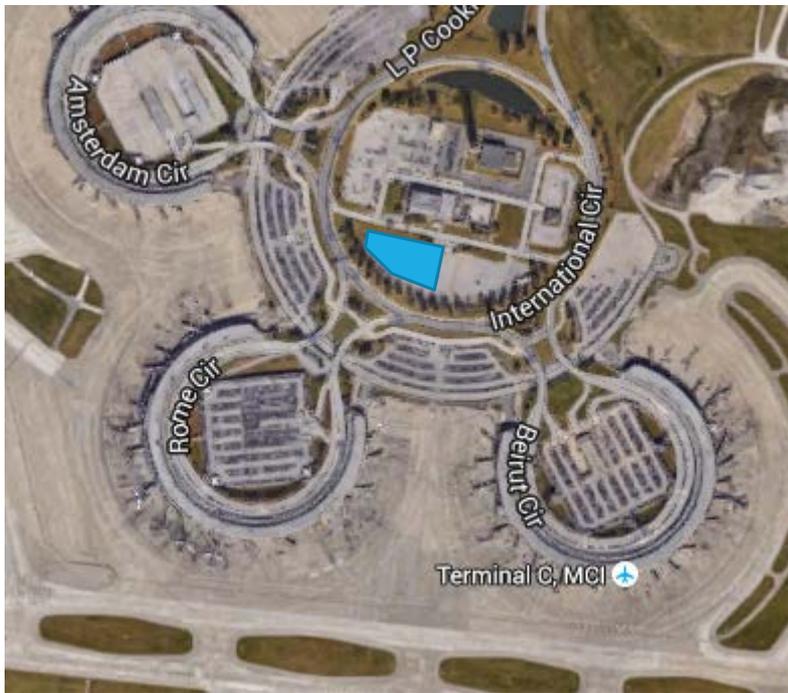
Terminals, CUP, Fleet

Maint., Park Air Express



Cell Phone Lot Evaluation

- ➔ Best Practice Survey Complete
- ➔ Timeline: TBD



Information Kiosk Upgrade

- Working with Smart City Media for installation of information kiosks in the terminals at KCI
- Timeline: 12 weeks from contract signing



Wi-Fi Survey

- Launched on June 23, 2016
- Averaging 1,000 responses per day
- Wi-Fi continues to be a free service for airport customers

Kansas City International Airport Customer Feedback

We would love to hear your thoughts or feedback on how we can improve your experience!
* Required

What brings you to the airport today? *

Choose ▾

In what zip code is your primary residence? *

Are you (or your party) traveling for business or leisure? *

Choose ▾

What airline are you (or your party) flying today? *

Choose ▾

What can we improve? *

Your answer _____

Overall quality of airport facilities? *

1 2 3 4 5

Worst Best

Ease of moving through airport security? *

1 2 3 4 5

Worst Best

Quality of food, beverage and other concessions? *

1 2 3 4 5

Worst Best

Cleanliness of facilities? *

1 2 3 4 5

Worst Best

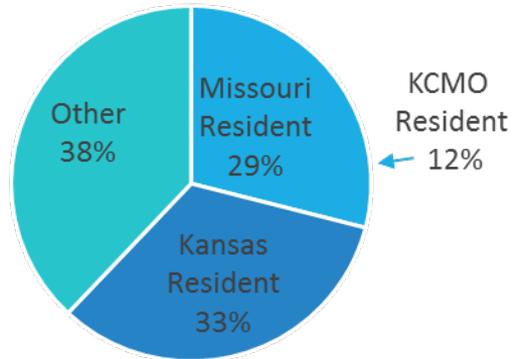
SUBMIT

Wi-Fi Survey

➔ Beginning to run preliminary statistical sampling on the data set

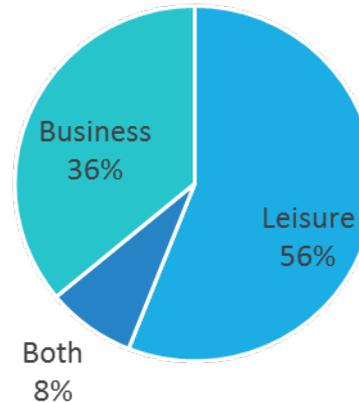
KCI Airport Guests by State

(Wi-Fi Survey excluding airport workers)



KCI Airport Guests by Travel Type

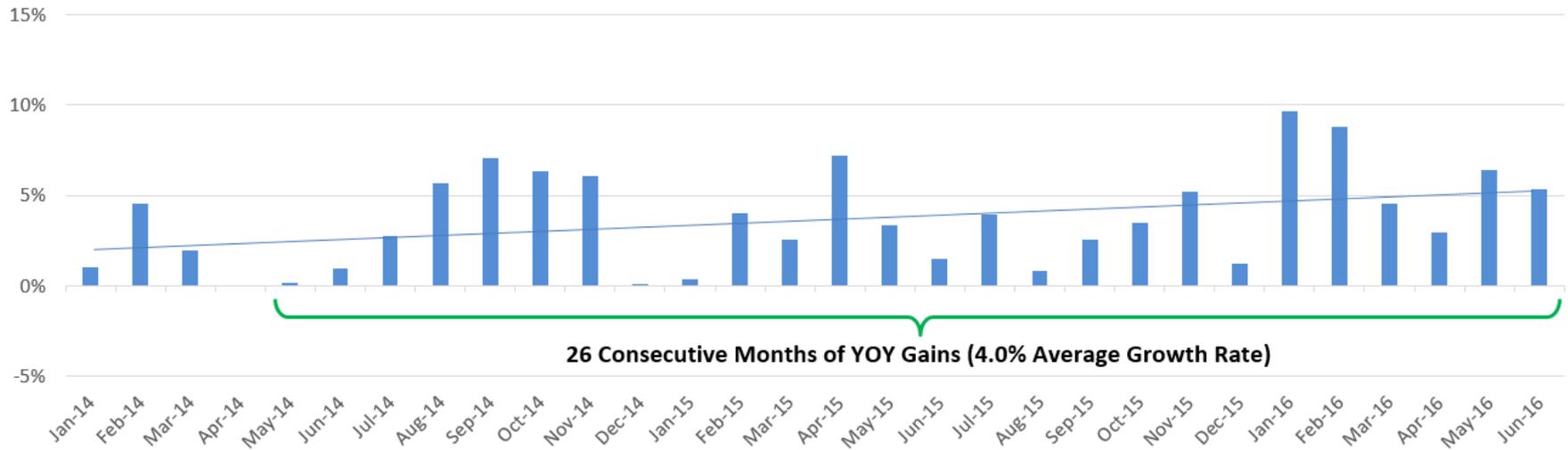
(Wi-Fi Survey excluding airport workers)



Passenger Growth at KCI

- June 2016 marked 26 consecutive months of year over year passenger gains at KCI and was the busiest month at KCI since August 2007
- 2016 on pace for 10.9M passengers (up from 10.5M in 2015)
- July 2016 will also surpass 1M passengers

Year Over Year Change in Total Monthly Passengers at KCI



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