

**NOTICE OF PUBLIC MEETING
PHOENIX AVIATION ADVISORY BOARD**

Pursuant to A.R.S. Section 38-431.02, notice is hereby given to the members of the **PHOENIX AVIATION ADVISORY BOARD** and to the general public that the **PHOENIX AVIATION ADVISORY BOARD** will hold a meeting open to the public on **Thursday, March 19, 2026 at 3:00 p.m. located at the City of Phoenix Aviation Department, PAAB Conference Room, 2485 E. Buckeye Road, Phoenix, Arizona 85034, or via WebEx teleconference.**

OPTIONS TO ACCESS THIS MEETING:

Watch the meeting virtually using the WebEx link provided below.

<https://cityofphoenix.webex.com/weblink/register/rea414da459aba9ef9991141ab96b6764>

Call in to listen to the meeting, dial 602-666-0783, and Enter Meeting ID 2342 649 0498 #. Press # again when prompted for attendee ID.

Public Comment: If you wish to provide a written comment or speak at the meeting virtually or by phone, please submit a request to pearl.meza@phoenix.gov no later than 10 a.m. on Thursday, March 19, 2026. The email should include your first and last name, email address, the item number(s), and whether you would like your comment entered into the record or if you wish to speak. Those who wish to attend in person may submit a request to speak by completing a speaker card at the registration desk at the beginning of the meeting.

Pursuant to Arizona Revised Statutes, Section 38-431.02B, notice is given that the Phoenix Aviation Advisory Board may vote to go into Executive Session, or Sessions, for discussion or consultation, for legal advice with the attorney or attorneys of the public body for any agenda items listed below, as authorized by Arizona Revised Statutes, Section 38-431.03 (A)(3) or for discussion of records and/or information that is exempted by law from public disclosure, as authorized by Arizona Revised Statutes, Section 38-431.03(A)(2). If authorized by a majority vote of the Phoenix Aviation Advisory Board, the Executive Session will be held immediately after the vote and will not be open to the public. If a decision is requested, the Phoenix Aviation Advisory Board may decide the matter in the public meeting or defer the decision to a later date. The agenda items that may be subject to an Executive Session pursuant to Arizona Revised Statutes, Sections 38-431.03 (A) (2) and 38-431.03 (A) (3) are as follows: Items 4, 5, & 6.

One or more board members may participate via teleconference. Agenda items may be taken out of order.

The agenda for the meeting is as follows:

CALL TO ORDER

SUMMARY OF CURRENT EVENTS

1. **Summary of Current Events by the Aviation Director**
2. **Summary of Current Events by the Airline Station Manager**

MINUTES OF MEETING

3. **For Approval or Correction, the Minutes of the Phoenix Aviation Advisory Board Meeting on February 19, 2026**

INFORMATION ONLY (ITEM 4)

4. **Intent to Issue Taxicab Revenue Contract Solicitation**

This report provides the Phoenix Aviation Advisory Board with information on the Aviation Department's plan to issue a Revenue Contract Solicitation for taxicab services at Phoenix Sky Harbor International Airport.

THIS ITEM IS FOR INFORMATION ONLY.

DISCUSSION AND POSSIBLE ACTION (ITEM 5)

5. **ReBokeh Visual Technologies Award Recommendation**

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into a contract with ReBokeh Visual Technologies for a five-year aggregate term to provide accessible visual inclusion technology for blind and low-vision passengers at Phoenix Sky Harbor International Airport, Phoenix Deer Valley Airport, and Phoenix Goodyear Airport.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

INFORMATION AND DISCUSSION (ITEM 6)

6. **Financial Update**

This report provides the Phoenix Aviation Advisory Board with an update on the Aviation Department's current financial performance.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

ADVISORY BOARD INFORMATION AND FOLLOW-UP REQUESTS

CALL TO THE PUBLIC

This is the time for the public to comment. Members of the Board may only discuss items that are specifically identified on the agenda. Therefore, pursuant to A.R.S. Section 38-431.01(H), action taken as a result of public comment will be limited to directing staff to study the matter, responding to any criticism, or scheduling the matter for further consideration and decision at a later time.

ADJOURNMENT

For further information, please call Pearl Meza, Management Assistant II, Aviation Department at 602-273-3382. For documentation on this meeting, please visit skyharbor.com



**PHOENIX AVIATION ADVISORY BOARD
SUMMARY MINUTES
February 19, 2026
*Meeting held in person and via WebEx***

Board Members Present

Ron Price - Chairperson
Annette Musa - Vice-Chairperson
Sandra Ferniza
Sharon Hwang
Cynthia Aragon
Ruben Alonzo
David Shilliday
Verma Pastor
Chad Makovsky – Ex-Officio

Board Members Absent

Dan Brownlee – Ex-Officio
Stephanie Cherny

Staff Present

Candace Huff
Carl Cephas
Chris Baranowski
Cindy Lizarraga
Cynthia Smith
Gabriel Nevarez
Janet Lee
Jeff Stapleton
Jennifer Maples

Jeremy Galovich
Jerry Temple
Ken Cook
Kimberly L Brown
Mario Brown
Marshall Kain
Mary Helen Martinez
Matt Becker
Matthew Heil

Michael Hughes
Mike Pluff
Moe Yacut
Munjed Hassan
Natalia Dotts
Pearl Meza
Rubi Hidalgo
Samuel R Schneider
Trey Nicholas

Members of the Public Present

Brian Love
Carmen Hauer
Darryl Phillips
Joel Ericson

John Kasuda
Kash Hadipour
Mark Carlisle
Mary Mejia

Michael Workman
Michael Salerno
Scott Sikel
Thomas Assante

CALL TO ORDER

Chairperson Price called the meeting to order at **3:03 p.m.**

SUMMARY OF CURRENT EVENTS

1. Summary of Current Events from the Aviation Director

Mr. Makovsky reviewed both November and December 2025 passenger performance and 2025 year-end results. He reported that in November 2025, Sky Harbor served 4.27 million passengers, a decline of 3.3% from November 2024, and processed slightly more than 241,000 international passengers, which was down 6.1% year over year.

He then noted that December showed signs of recovery, with just under 4.7 million total passengers, an increase of 4.4% compared with December 2024, and approximately 272,000 international passengers, which represented a decrease of only slightly more than 3% from the prior year.

Looking at the full calendar year, he stated that Sky Harbor served 51.6 million total passengers in 2025. Total passenger levels were down 1.3% year over year, and international traffic totaled approximately 2.8 million passengers, reflecting a 3.7% decline.

He then discussed notable reductions in Canadian air service—Air Canada down 18% and WestJet down 10% year over year—as well as declines among carriers serving Mexico. He explained that these reductions were largely offset by growth in European service and Phoenix’s new Asia flights.

Mr. Makovsky reviewed correlations between passenger activity and key non-aeronautical revenue categories, reporting that concession revenues in 2025 outperformed 2024. Rental Car Center activity continued to follow passenger trends closely. Parking revenues outperformed 2024 every month except December, a discrepancy he attributed to a late arriving employee-parking payment that would be reflected in January 2025 accounting. He added that parking demand and occupancy levels remain strong.

He then reported that Sky Harbor ended 2025 with more than 600 average daily departures and 134 nonstop destinations, the highest number the airport has ever offered.

He described recent air service announcements by American Airlines, including new destinations and the addition of McAllen and Kalispell to the Phoenix route map.

He highlighted Phoenix’s January 2026 launch of STARLUX Airlines’ nonstop service to Taipei and noted that the airline has established interline connections with American Airlines, enhancing seamless travel across the U.S. and Asia. He thanked Chair Price and board members Ferniza, Alonzo, and Hwang for participating in the mayoral delegation to Taipei and supporting the strategic

development of new transpacific service.

Chair Price expressed strong enthusiasm for Phoenix's increasing global connectivity and noted the significance of having both China Airlines and STARLUX operating Asia service.

Mr. Makovsky continued with several community-focused updates. He described participation by more than 120 participants consisting of aviation employees and their family members in the Fiesta Bowl Parade, where team members distributed Sky Harbor promotional items along the route.

He spoke about the airport's dementia-friendly travel initiative highlighting the participation of dementia expert and Navigator volunteer Jan Dougherty, who is also a published author on dementia-related travel. Mr. Makovsky noted that nearly one hundred virtual attendees joined the workshop.

He also described a successful neighborhood cleanup event in the Wilson School District, led by the Support Sky Harbor Coalition and Vice Mayor Hodge Washington.

He noted Aviation staff's participation in Arizona State University's Next Generation Service Corps leadership seminar, where airport team members discussed the airport's role as a hub for cross-sector leadership and provided an overview of accessibility programming, including dementia-friendly services.

Mr. Makovsky reported that on February 5th the U.S. Secretary of Transportation, Sean Duffy, met with local leaders to discuss advanced air mobility initiatives before touring Terminal 3's North Concourse construction site and the FAA Tower.

He concluded his update with two leadership announcements: Jeff Stapleton was promoted to Deputy Aviation Director for Business and Properties, and Linda Duarte promoted to Deputy Aviation Director for Public Safety and Security.

City Council approvals since the last Board Meeting included the Executive Hangar Lease with Jackson Jet Center, a cargo facility lease with Alvest Equipment Services, taxicab services contracts with Apache Taxi and Mayflower Cab Company, and the IT Project Management Services contract.

2. Summary of Current Events by the Airline Station Manager

None Given

MINUTES OF MEETING

3. For Approval or Correction, the Minutes of the Phoenix Aviation Advisory Board Meeting on December 18, 2025

A motion was made by Ms. Ferniza, seconded by Mr. Alonzo, to approve agenda item 3.

No public comments.
The motion carried.

CONSENT ACTION (ITEM 4)

4. New Ground Lease with The Galloway Group, Inc. at Phoenix Sky Harbor International Airport

A motion was made by Mr. Alonzo, seconded by Ms. Ferniza that this item be approved.

No public comments.
The motion carried.

INFORMATION AND DISCUSSION (ITEMS 5-6)

5. Aviation Department Five-Year Capital Improvement Program

Mr. Andrew Durket presented the Aviation Department Five-Year Capital Improvement Program. He explained that the program consists of 94 projects at Phoenix Sky Harbor totaling approximately \$1.4 billion, seven projects at Phoenix Deer Valley Airport totaling \$136 million, and five projects at Phoenix Goodyear Airport totaling \$57 million. He described the additional \$2 billion held in contingency for potential federal grants and future project planning, including enabling work required for the future West Terminal.

He reviewed several major capital projects, including the new crossfield taxiway, Terminal 4's central plant modernization and multiple baggage handling improvements, Terminal 3 North Concourse construction, and relocation of the facilities and services complex.

He explained that major Deer Valley and Goodyear efforts include significant pavement rehabilitation and strengthening.

He presented the historical and projected CIP budget trends, explaining that capital spending declined during the COVID19 period but has increased sharply as major projects have resumed.

He also reviewed the department's funding structure, which includes airport cash, bonds, grants, and passenger and customer facility charges.

Mr. Durket closed with an update on the progress of how the CIP items are moving through the City Council budget process for approval and then accepted questions.

Mr. Shilliday asked if it was expected that parked aircraft at Goodyear Airport would continue in concurrence with the planned investment.

Ms. Favors responded that Aviation staff have been in negotiations with the major tenants about their expansion plans and their need to park aircraft. So, while Aviation will invest in apron rehabilitation, the tenants would have to make the investments when it comes to the parking area and coordinate parking around those improvements.

No public comments.

6. Airport Employee Parking Program Update

Ms. Roxann Favors provided introductory comments, and Ms. Lea Cons provided an extensive overview of the monthly employee parking program, which currently includes nearly approximately 18,000 participants, and the upcoming adjustment to the optional employee daily discount that takes effect on March 1, 2026.

Ms. Cons shared the employee parking rates that were approved by City Council in 2009 and explained that employee parkers are assigned to three dedicated employee facilities—44th Street, West Economy Level Two, and Air Cargo. For the purposes of the parking program, airline employees are generally categorized as either based and non-based employees.

She then reviewed the history of the optional employee daily discount program, which was originally established in 2015 when public parking facilities operated at approximately 50% occupancy.

She explained that, due to growth in public demand for these facilities, the discount program is now creating operational challenges and inconvenience for the traveling public, given the discount program provides an incentive for employees to park in public garages instead of their assigned employee lots.

She reported that in 2025 the parking team processed more than 490,000 daily-discount transactions with approximately 53% requiring manual cashier intervention.

Ms. Cons reviewed recent peak-occupancy periods from fall 2024 through Christmas 2025, pointing out that public facilities reached 75% or higher

occupancy while employee-only facilities simultaneously had substantial unused capacity.

Ms. Cons presented the adjustments scheduled to take effect March 1. She stated that the optional employee daily discount would continue for all current participants but is proposed to decrease to 10% and become fully automated through the use of access cards.

She explained that blackout periods would be implemented during periods of peak-travel, and that during those periods, employees who choose to park in public garages would pay full public rates. She also described a new reservation system for non-based airline employees, who will have access to a dedicated online platform that allows them to reserve spaces at a 10% discount while also earning loyalty points.

She outlined the extensive communication and outreach that has occurred since December 2025, including emails, flyers, signage, meetings, and direct engagement with labor groups and employee organizations.

She described safety and security improvements at the 44th Street employee parking facility, including increased patrol coverage, enhanced markings, improved nighttime visibility, additional Sky Train signage and bus service during overnight maintenance hours, and expanded escort services provided by security personnel.

Mr. Makovsky added that the planned changes to the employee parking program have been based not only on stakeholder feedback, but also on research gathered from peer airports.

He reiterated that the intent is to keep the public parking facilities available for the public and that the Aviation Department will proceed with the March 1 implementation of blackout dates but will temporarily defer adjustments to the discount percentage to allow an additional month of evaluation and stakeholder engagement.

Ms. Ferniza asked that by automating ticket processing at public facilities if no discounts would be offered of any sort during blackout periods.

Mr. Makovsky responded that there were certain scenarios where manual processing of employee parking tickets could continue to happen in March outside the blackout periods, but the intention is that manual transactions would be phased out by the end of March 2026.

Ms. Ferniza followed up and asked if there will come a time when there will be enforcement or penalties against employees who park in public parking lots.

Mr. Makovsky responded that the Aviation Department's approach is to manage demand and capacity through the implementation of blackout periods and reducing the discount rate. During this time, Aviation will monitor where employees park and study the effect the changes have on deterring employees from parking in public spaces.

Ms. Ferniza then asked how the employees will pay for parking with the use of the new programmed parking card.

Ms. Roxann Favors responded that by issuing the proximity card, when an employee enters and uses the card, the system knows it's an employee. When the employee exits, the system will automatically calculate the discount rate they will pay at exit.

Ms. Ferniza asked if the majority of employees are paying monthly.

Ms. Favors responded that based employees are primarily participating in the monthly parking program. These employees have a dedicated home facility that they can park in and that Aviation has accounted for.

Ms. Ferniza asked if employees who use a proximity card for discount parking are offered different rates, if there would be a manual process at the gate for their payment.

Ms. Favors responded that Aviation will use the next 30 days to ensure that the process is all automated so that employees will be able to use the credit card lane and tap with the proximity card and be able to pay via credit card.

Mr. Makovsky clarified that the base parking program, \$60 per month, is paid for in all instances by the employer as a benefit to the employee. Any employee who chooses to participate in this supplemental program is responsible for the additional fees.

Mr. Alonzo asked if an employee who pays for discount parking is able to use that facility anytime and for any purpose?

Mr. Makovsky responded that if the employee is traveling for personal purposes, they would travel as a member of the general public and could participate in the discount programs offered to the public, but could not use their employee discount parking program privileges for personal travel.

Ms. Ferniza asked what monitoring the program would look like and she also requested insight into the feedback received during public outreach.

Ms. Favors responded that the Parking office monitors parking capacity at all facilities throughout each day. Stakeholder feedback centered primarily around

safety concerns during late-night shifts, Sky Train logistics' concerns during overnight maintenance times, and the dissemination of resource materials.

No public comments.

ADVISORY BOARD INFORMATION AND FOLLOW-UP REQUESTS

None

CALL TO THE PUBLIC

None

ADJOURNMENT

The meeting ended at **3:55 p.m.**

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	Intent Issue Taxicab Revenue Contract Solicitation

Description

This report provides the Phoenix Aviation Advisory Board with information on the Aviation Department’s plan to issue a Revenue Contract Solicitation (RCS) for Taxicab Services at Phoenix Sky Harbor International Airport (PHX).

THIS ITEM IS FOR INFORMATION ONLY.

Report Summary

The Aviation Department provides on-demand, timely, and reliable taxicab services to meet the needs of the traveling public. PHX provides these services to keep pace with increased passenger activity.

Current Taxicab Services contracts are due to expire on April 30, 2026. The Board approved a staff request to issue a solicitation for new Taxicab Services contracts on April 17, 2025, including approval to extend the existing contracts on a month-to-month basis effective May 1, 2026, for up to 12 months, or until a new contract is executed. The City Council authorized the contract solicitation and extension of existing contracts on June 4, 2025.

On June 27, 2025, Aviation issued RCS 25-0612, Taxicab Services at PHX for two large company and two small company opportunities with a combined total fleet of 190 vehicles. No large companies submitted offers, and two small companies were awarded contracts to provide a combined total of 70 vehicles (35 vehicles each) and will begin service effective May 1, 2026.

Post-solicitation vendor surveys revealed a vehicle fleet size of 190 was not economically advantageous given current market demand. Further analysis of taxicab service operations determined a total vehicle fleet size of 140 would meet the airports transportation needs.

Procurement Information

A new RCS will be issued that will allow two additional companies to be awarded up to 35 taxis each, for a total of 70 vehicles, bringing the airport’s total recommended fleet size of 140 taxicabs.

The successful respondents of the RCS must meet all minimum solicitation and contractual requirements including Department sustainability requirements for hybrid and electric vehicle fleet-mix. Wheelchair accessible vehicles have a 24/7 response requirement. The top two highest ranked respondents of each operator category will be recommended for the taxicab services contract award, and no single respondent will be

awarded more than one contract. The Aviation Department intends to issue this RCS on or about April 2026, with an estimated award in February 2027. Solicitation responses will be evaluated on the following criteria:

- Business & Operations Plan
- Qualification & Experience of Respondent
- Qualification & Experience of General Manager
- Customer Service Plan
- Driver/Owner-Operator Plan

Contract Term

Each contract will have an initial term of four years with one, two-year extension option.

Financial Impact

These contracts generate revenue for the airport through trip fees as specified in Section 4-78 of the Phoenix City Code. No additional funds are required for the term of this contract. All contracts, when combined, are estimated to generate \$5M in revenue through the term of these contracts.

Concurrence/Previous Board Action

The Phoenix Aviation Advisory Board recommended approval to Issue the RCS and contract extensions Taxicab Services at PHX on April 17, 2025, and Phoenix City Council authorized issuance of the RCS and contract extensions on June 4, 2025.

The Phoenix Aviation Advisory Board recommended approval of two contracts with Mayflower Cab Company, LLC and Apache Taxi LLC to provide taxicab services at PHX on November 20, 2025 and Phoenix City Council approved on January 7, 2026.

Public Outreach

This process will include all standard and required outreach efforts to attract small business interest.

Location

Phoenix Sky Harbor International Airport, 2485 E. Buckeye Road

Recommendation

This item is for information only.

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	ReBokeh Visual Technologies Award Recommendation

Description

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into a contract with ReBokeh Visual Technologies for a five year aggregate term to provide accessible, visual inclusion technology for blind and low-vision passengers at Phoenix Sky Harbor International Airport, Phoenix Deer Valley Airport, and Phoenix Goodyear Airport.

ReBokeh Visual Technologies (ReBokeh) is the sole authorized agent for its ReBokeh All Access application, which delivers robust visual services through passengers' personal devices using augmented accessibility features.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

Report Summary

The Aviation Department is committed to providing accessible airports for the disabled community. Currently, the Aira Access program is available at PHX, offering blind and visually impaired passengers with access to enhanced visual information and real-time services to successfully navigate PHX airport through a smartphone application connected to specially trained professional agents.

To expand accessibility options for people with visual impairments, Aviation researched additional tools and identified ReBokeh All Access as a complementary solution. ReBokeh All Access is a smartphone application that provides enhanced features beyond those offered by Aira Access program, further improving the way blind and low-vision passengers navigate the airport environment.

The ReBokeh All Access application allows users to customize screen settings (zoom, color contrast, brightness) and access AI-generated image descriptions for wayfinding and other visual interpretation needs. Within the airport environment, passengers can use the app to navigate terminals, locate and interpret signage, utilize the PHX Sky Train, board flights, and many other use cases.

Implementing ReBokeh All Access throughout all airports in the Phoenix Airport System will enhance accessibility, improve customer experience, and reinforce Aviation's commitment to innovation and compliance with accessibility regulations. This initiative also aligns with the mission of the Mayor's Task Force for Accessibility to make Phoenix the most accessible city in the nation. Aviation will offer ReBokeh All Access services free of charge to blind and low-vision passengers.

Procurement Information

ReBokeh is the sole source provider of ReBokeh All Access application. A procurement determination based on Special Circumstances – Without Competition was approved by the Aviation Department.

Contract Term

The term will be a five-year aggregate, consisting of an initial term of three-year term with two one-year extension options at the sole discretion of the Aviation Director.

Financial Impact

The annual application cost of \$27,000 includes unlimited access, promotional collateral, staff training, usage reporting, and technical support for all three airport campuses. The total contract amount is up to \$135,000 over the five-year aggregate contract term. ReBokeh has waived the standard \$3,000 onboarding fee.

Location

Phoenix Sky Harbor International Airport, 2485 E. Buckeye Road
Phoenix Deer Valley Airport, 702 W. Deer Valley Road
Phoenix Goodyear Airport, 1658 S. Litchfield Road, Goodyear

Recommendation

Request the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into a contract with ReBokeh Visual Technologies for a five-year aggregate term to provide accessible, visual inclusion technology for blind and low-vision passengers.

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	Financial Update

Description

This report provides the Phoenix Aviation Advisory Board a Financial Update.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Report Summary

The City of Phoenix has owned and operated the city's airport system as a self-supporting enterprise since 1967. Through the Aviation Department, the city manages several lines of airport business, associated revenues, expenses, and maintains credit to support financing the capital investments of a large-hub commercial airport.

Sky Harbor has experienced resiliency in demand from passengers and strong financial results. 2025 was the second year in a row that we surpassed 50 million passengers in a year.

As passenger enplanements have increased, so too have other revenues that are affected by that demand such as parking, concessions and rental car sales. Parking revenue, concessions and rental car sales all experienced increases in growth and demand during 2025, however we anticipate general softening as we go through 2026.

Staff will present an overview of Sky Harbor's recent enplanement results, business activity, and an update on the Aviation Department's financial position.

Recommendation

This item is for information and discussion.