

**T. F. GREEN AIRPORT**  
**AIRPORT TENANTS/USERS**  
**VISIONING CHARRETTE RESULTS**

September 14, 2000

**Attendees:**

Thomas Labrie	Southwest Airlines
Jose Vieira	Continental Airlines
Greg Lampinski	Fedex
Al Lamothe	Ocean State Aero
James Thistlewaite	P.T. Aero
Harold Thistlewaite	P.T. Aero
Diran Derkosiofian	Dollar Rental Car
Jenny Dacosta	Delta Airlines
James Miklas	
Cheryl Lamoureux	Anton's Airfoods
Bill Herendeen	Churchill & Banks
Don Shotz	A.D.S. Aviation Maintenance
Robert Dresner	Alamo Rental Car
Brian Ballard	Alamo Rental Car
Donna St. Germain	United Airlines
Brian Wagner	9K Cape Air
David Field	Hertz Rental Car
Tom Celona	Thrifty Car Rental
Allan Bethune	United Parcel Service
Lou Blanda	USAirways
Merrill Lovett	Airport Taxi
Gregg Manning	Airport Taxi
Michelle McAdams	American Eagle

**OPPORTUNITIES**

- 1. Lobby for more international flights**
- 2. Increased air freight**
- 3. Increased direct flights, destinations, and air service**
4. Extend main runway
- 5. Grow terminal building for long-term growth**
6. Increase customer amenities (retail, VIP rooms, corp. facilities)
7. Expand security check-point
8. Expand marketing efforts
9. Reallocate public parking to accommodate rental cars
10. Expand rental car company service on airport
11. Add control lights at cross-walks

## **OPPORTUNITIES, Continued**

12. Better signage to airport amenities (on and off-airport)
13. Move terminal service access across to Senator Street
14. Improve access for shuttle buses
15. Increase space in concourse
16. Increase facilities for passengers with disabilities-need more staff to service those needing assistance (golf carts/wheel chairs)
17. Increase non-airport related parking at Warwick train station
18. Coordinate multi-modal connections
19. Foreign traveler assistance (information center, multi-language)
20. People movers
21. Duty free shops
22. Centralized deicing storage facility (utilities)
23. Jet maintenance center

## **CONSTRAINTS**

1. ***Airport access road***
2. ***Runway length***
3. ***Land envelope (airside and landside expansion)***
4. Airport expenses
5. Cargo aircraft parking
6. Lack of cargo facilities
7. Vehicle traffic flow around airport (curbside too narrow, sidewalks too wide, commercial lane too narrow, Post Rd. traffic)
8. Northeast/northwest ramps constrained for general aviation and cargo operations
9. Inadequate rental car facilities
10. ***Nighttime curfew***
11. ***24-hour control tower needed***
12. Limited remote overnight aircraft parking
13. Poor employee parking
14. Airport under staffed
15. ***Runway length (passenger and cargo service)***
16. ***Terminal size/gate size***

## **STRENGTHS**

1. Easy access
2. Location
3. Low airfares
4. Low parking rates
5. User friendly
6. Regional roads less congested
7. Boston "Big Dig" impact

### **STRENGTHS, Continued**

8. Less air traffic delays
9. Customer service and quality of service
10. Number of destinations served
11. Community working relationship

### **WEAKNESSES**

1. Need better curbside enforcement
2. Too many crosswalks on lower level
3. Wide-body aircraft inability (gates, runway length/strength)
4. Circulation to Post Road
5. Location of terminal amenities (signage)
6. Baggage claim (make signs higher)
7. System security in baggage area
8. Rental car off-airport ground access to terminal (safety)
9. Baggage conveyer belt too high behind ticket counters
10. Limited parking for train commuters
11. Airport FIDS/BIDS accuracy and number

### **OTHER ISSUES**

1. Neighborhood relations
2. Airport expansion
3. Customer relation priority

Note: The text in ***bold/italics*** are those items of most importance to the group.