

**DIVISION OF AVIATION
FISCAL YEAR 2023 BUDGET TESTIMONY
APRIL 19, 2022**

INTRODUCTION

Greetings, Council President Clarke and Members of City Council. I am Chellie Cameron, Chief Executive Officer of Philadelphia International and Philadelphia Northeast Airports. Joining me today are Tracy Borda, Chief Financial Officer, and Delicsha Wilds, Chief Administrative Officer (CAO), as well as many other members of the Division of Aviation staff. I am pleased to provide testimony on the Division of Aviation’s fiscal year (FY) 2023 Operating Budget.

DEPARTMENT MISSION & PLANS

Mission:

Proudly Connecting Philadelphia with the World! The Division of Aviation (“Division” or “Aviation”) is comprised of the Philadelphia International Airport (“PHL”) and the Northeast Philadelphia Airport (“PNE”) (PHL and PNE, collectively “the Airport”). The Airport is self-sustaining and operates without the use of local tax dollars. The Division works tirelessly to maximize non-stop commercial air and cargo service destinations, provide all guests and employees with a healthy and safe experience, and offer a wide variety of products and services that are distinctly Philadelphian.

Plans for FY 2023:

Air Service: PHL continues its mission to “Connect Philadelphia with the World” and to position PHL as an important hub in the Oneworld alliance network, while also ensuring PHL is a valuable spoke in other global networks. Spirit announced seven new and resuming nonstop destinations from PHL launching between February and May 2022, including first-ever connectivity for PHL to Aguadilla, Puerto Rico, and American announced its upcoming summer 2022 trans-Atlantic schedule which will feature 12 daily flights to 11 destinations, including Amsterdam, Athens, Barcelona, Paris, Dublin, Rome, Lisbon, London, Madrid, Venice and Zurich.

Capital Development: The Division completed numerous projects including the last phase of PNE’s Runway 6-24 Rehabilitation project and Phase Three of PHL’s Restroom Renovation Program bringing enhanced touchless fixtures and sparkling new facilities to the guest experience. PHL also broke ground on a new \$40 million aircraft parking apron that is expected to be completed in June 2022 and serves two functions for PHL. First, the apron will provide aircraft parking space away from terminal gates, which allows our airline partners to perform their terminal operations more efficiently, and second, the location provides quick access to cargo facilities and runways as PHL begins its West Cargo Development program.

New investment in our facilities will come as a result of the federal infrastructure bill. PHL and PNE anticipate receiving approximately \$150 million in combined investment over five years which will be used to support new infrastructure at both airports. At PHL, much of this investment will go to support an ongoing cargo expansion project which will be occurring over the next ten years.

Racial Equity: Aviation continues to prioritize racial and social equity initiatives that benefit Airport employees and the broader airport community. These initiatives are designed to reduce existing and historic racial and social inequities in contracting opportunities, environmental justice, English proficiency, our built environment and services, support for neurodiverse individuals and Title VI nondiscrimination for

Division of Aviation

travelers and LGBT travelers. Through this lens, Aviation's Racial Equity Advisory Council (REAC) continues to drive meaningful change and lasting impact throughout the airport community by identifying and working through solutions to overcome different systems that perpetuate exclusion for our workforce, the guests we serve, external stakeholders, and our surrounding communities and beyond.

Aviation also has an award-winning Business Diversity team led by an industry leader, Kathy Padilla. Aviation surpassed its business diversity goals for the City's program for FY 2021, as well as for the Federal Airport Concession DBE (ACDBE) and ACDBE Marketplace Storefront programs for Federal fiscal year 2021. The team also submitted a waiver request with the U.S. Department of Transportation that would allow Aviation to set racially-conscious Black and Hispanic goals for the ACDBE Program.

Aviation's commitment to diversity, equity and inclusion is also reflected in the appointment of Delicsha Wilds as Aviation's Chief Administrative Officer. Delicsha oversees Human Resources, as well as our Diversity, Equity & Inclusion, Information Security, Government Affairs, Community Engagement, Communications, Accessible Programs, Workforce Development and Racial Equity teams. In addition, Aviation also promoted Jonathan Todd, who previously served as Director of Workforce Development, to Director of Diversity, Equity and Inclusion (DEI). This role will serve as the primary advocate for DEI initiatives, developing and operationalizing a strategic framework that touches every facet of the Airport.

Aviation celebrated diversity in leadership by hosting a Racial Equity Roundtable with Greater Philadelphia Region leaders Sara Lomax-Reese, President and CEO of WURD Radio and co-founder of URL Media; Nefertiri Sickout, Chief Diversity, Equity and Inclusion Officer for the City of Philadelphia, Mayor's Office of Diversity, Equity and Inclusion; and Eboni Wimbush, President and CEO of the Airport Minority Advisory Council (AMAC). The panel was moderated by Deatrice Isaac, Deputy of Airport Procurement.

Guest Experience (GX): During the past year, PHL's Guest Experience (GX) Stakeholder Council, which includes participants representing over 35 organizations across the airport community, launched an airport-wide employee recognition program. The team also initiated the PHL Volunteer Navigators program to attract and retain qualified volunteers across multiple demographics to serve as ambassadors to provide relevant information and foster meaningful interaction with travelers as they are welcomed to our region. The Division has also implemented several new survey and data collection tools to provide timely insights into passengers' needs, expectations, and experiences at the facility.

Business Diversity: PHL received national and international awards for its Business Diversity and Civil Rights Programs this year, including the FAA's 2021 Civil Rights Advocate and Partner Award, acknowledging PHL's excellence in exceeding the standards of the DBE and ACDBE Programs. The Division's Annual Business Opportunity Forum was held virtually this year with 300 participants, of which 56 percent were minority or women-owned businesses. This year's event held breakout sessions that were focused on the specific opportunities upcoming at the Airport, including expected timelines to help businesses prepare, partner, and find support systems for businesses to prosper together in the future. A major highlight of the Forum was preparing diverse businesses for opportunities on PHL's Cargo Development Project. PHL also received a 2020 Excellence in Airport Marketing, Communications, and Customer Experience Award from Airports Council International for the Division's Black History Month social media and website campaign, for amplifying the voices of Black individuals who are making a difference at PHL and across the aviation industry.

Sustainability: Continuing the Division's efforts to reduce emissions, PHL reached Level 1 in its journey to Airport Carbon Accreditation (ACA) as one of only 20 accredited airports in the United States. Level 1

Division of Aviation

includes mapping emission sources within the operational boundary of the airport and calculating the annual emissions into a carbon footprint report. This step is crucial as a foundation to achieve carbon neutrality and pursue further levels of accreditation.

COVID-19: The outbreak of COVID-19 in early calendar year 2020 and related restrictions adopted to contain the spread of the virus continue to have adverse impacts on air travel across the globe, although air traffic began to steadily increase throughout FY 2022. During FY 2021, PHL continued to implement cost-saving measures to mitigate the impact of reduced traffic on airport revenues, including implementing an early retirement program, and continued reductions in contractual services, personnel and other expenses. In FY 2022, stronger airport activity is permitting a measured recovery of services.

Division of Aviation

BUDGET SUMMARY & OTHER BUDGET DRIVERS

Staff Demographics Summary (as of December 2021)				
	Total	Minority	White	Female
Number of Full-Time Staff	612	442	170	198
Number of Exempt Staff	24	11	13	14
Number of Executive Staff (deputy level and above)	13	5	8	8
Average Salary, Full-Time Staff	\$55,970	\$51,813	\$66,779	\$57,655
Average Salary, Exempt Staff	\$129,413	\$114,358	\$142,151	\$128,965
Average Salary, Executive Staff	\$160,050	\$146,538	\$168,495	\$160,658
Median Salary, Full-Time Staff	\$48,621	\$45,396	\$59,865	\$45,396
Median Salary, Exempt Staff	\$127,115	\$120,000	\$129,230	\$124,615
Median Salary, Executive Staff	\$155,000	\$150,000	\$159,900	\$156,000

Employment Levels (as of December 2021)		
	Budgeted	Filled
Number of Full-Time Positions	730	612
Number of Part-Time Positions	0	
Number of Exempt Positions	24	24
Number of Executive Positions (deputy level and above)	15	13
Average Salary of All Full-Time Positions	\$55,041	\$55,970
Median Salary of All Full-Time Positions	\$48,804	\$48,621

Division of Aviation

Aviation Fund Financial Summary by Class						
	FY21 Original Appropriations	FY21 Actual Obligations	FY22 Original Appropriations	FY22 Estimated Obligations	FY23 Proposed Appropriations	Difference: FY23-FY22
Class 100 - Employee Compensation	\$46,009,313	\$44,807,941	\$45,800,000	\$44,181,416	\$51,500,000	\$7,318,584
Class 200 - Purchase of Services	\$81,679,929	\$68,966,073	\$80,500,000	\$78,500,000	\$100,000,000	\$21,500,000
Class 300/400 - Materials, Supplies & Equipment	\$7,000,000	\$4,610,040	\$7,000,000	\$7,000,000	\$7,800,000	\$800,000
Class 500 - Contributions	\$6,300,000	\$5,365,531	\$6,300,000	\$6,300,000	\$6,300,000	\$0
Class 800 - Payment to Other Funds	\$11,000,000	\$7,525,851	\$11,000,000	\$13,000,000	\$20,000,000	\$7,000,000
	\$151,989,242	\$131,275,436	\$150,600,000	\$148,981,416	\$185,600,000	\$36,618,584

Aviation Fund Financial Summary by Class (inclusive of funding allocated to other City department budgets)						
	FY21 Original Appropriations	FY21 Actual Obligations	FY22 Original Appropriations	FY22 Estimated Obligations	FY23 Proposed Appropriations	Difference: FY23-FY22
Class 100 - Employee Compensation	\$138,209,016	\$131,219,717	\$129,779,762	\$127,268,195	\$138,630,588	\$11,362,393
Class 200 - Purchase of Services	\$103,710,957	\$84,103,738	\$99,962,558	\$98,362,758	\$120,978,909	\$22,616,151
Class 300/400 - Materials, Supplies & Equipment	\$9,139,700	\$5,883,987	\$8,903,720	\$8,928,720	\$10,738,920	\$1,810,200
Class 500 - Contributions	\$8,812,000	\$5,365,531	\$8,812,000	\$8,812,000	\$8,812,000	\$0
Class 700 - Debt Service	\$138,778,094	\$91,006,325	\$132,003,960	\$132,003,960	\$119,361,583	(\$12,642,377)
Class 800 - Payment to Other Funds	\$11,000,000	\$7,525,851	\$11,000,000	\$13,019,000	\$20,019,000	\$7,000,000
	\$409,649,767	\$325,105,149	\$390,462,000	\$388,394,633	\$418,541,000	\$30,146,367

Total M/W/DSBE Contract Participation Goal (Public Works; Services, Supplies & Equipment; and Professional Services combined)			
	FY21	FY22	FY23
M/W/DSBE Contract Participation Goal	30%	30%	30%

Division of Aviation

CONTRACTING EXPERIENCE

Contracts Summary (Professional Services only)						
	FY19	FY20	FY21	FY22	FY23	FY22 YTD (Q1 & Q2)
Total amount of contracts	\$69,526,756	\$68,933,431	\$56,430,879	\$50,000,000	\$63,000,000	\$28,814,187
Total amount to M/W/DSBE	\$21,217,841	\$20,689,770	\$17,810,669	\$15,000,000	\$18,900,000	\$7,328,005
Participation Rate	31%	30%	32%	30%	30%	25%

M/W/DSBE Participation on Large Professional Services Contracts											
Top Five Largest Contracts, FY22											
Vendor Name	Service Provided	Dollar Amount of Contract	RFP Issue Date	Contract Start Date	Ranges in RFP	% of M/W/DSBE Participation Achieved	\$ Value of M/W/DSBE Participation	Total % Participation - All DSBEs	Total \$ Value Participation - All DSBEs	Local Business (principal place of business located within City limits) [yes / no]	Waiver for Living Wage Compliance ? [yes / no]
First Transit	Provide shuttle bus services	\$52,500,000	5/18/2017	6/1/2018	MBE:	8%	\$3,990,000	8%	\$4,095,000	yes	no
					WBE:	0%	\$105,000				
					DSBE:		\$0				
Elliott-Lewis Corporation	Computer Info Systems	\$9,270,000	3/31/2021	10/1/2021	MBE:	48%	\$4,421,790	54%	\$5,024,340	yes	no
					WBE:	7%	\$602,550				
					DSBE:	0%	\$0				
Parkway Garage, Inc.	Ground Transportation	\$6,291,644	9/1/2019	11/1/2019	MBE:	10%	\$629,164	32%	\$2,013,326	yes	no
					WBE:	22%	\$1,384,162				
					DSBE:		\$0				
Global Program Partners	CEP/CIP Program Management Office	\$5,000,000	5/20/2011	5/25/2012	MBE:	42%	\$2,100,000	50%	\$2,475,000	yes	no
					WBE:	8%	\$375,000				
					DSBE:		\$0				
Hill International, Inc.	Capital Program Admin.	\$4,500,000	1/21/2021	7/1/2021	MBE:	23%	\$1,053,000	49%	\$2,209,500	yes	no
					WBE:	26%	\$1,156,500				
					DSBE:	0%	\$0				

PROPOSED BUDGET OVERVIEW

Proposed Funding Request:

The Aviation Fund is an enterprise fund of the City. The Aviation Fund is self-supporting, using aircraft landing fees, terminal building rentals, concession revenue and other facility charges to fund annual expenses. The proposed FY 2023 Aviation Fund budget totals \$185,600,000 an increase of \$36,618,584 (24.6%) over FY 2022 estimated obligation levels and slightly higher than pre-pandemic levels. This increase is primarily due to personnel, contractual services, and capital payments.

The proposed budget includes:

- \$51,500,000 in Class 100, a \$7,318,584 increase over FY 2022 current projected expenditures. This funding will allow Aviation to hire staff due to attrition and implementation of the Airport's early retirement program, as well as cover negotiated wage increases of 3.25% for District Council 33, District Council 47 and Non-Represented employees.
- \$100,000,000 in Class 200, a \$21,500,000 increase over FY 2022 current projected expenditures. This funding supports reinstating services, such as shuttle bus services and facility maintenance services, that were curtailed during the height of the pandemic, as well as labor rate increases that most vendors postponed over the pandemic.
- \$7,800,000 in Class 300/400, an \$800,000 increase over FY 2022 current projected expenditures. This funding will allow Aviation to purchase material, supplies and equipment connected to our increase in passengers.
- \$6,300,000 in Class 500, level with FY 2022 funding.
- \$20,000,000 in Class 800, a \$7,000,000 increase over FY 2022 current projected expenditures. This funding will allow Aviation to pay down a portion of outstanding commercial paper with available operating funding.

Overall, the total FY 2023 Aviation Fund request is \$418.5 million, a (7.8%) increase from the FY 2022 operating budget estimated obligations of \$388.4 million. The \$418.5 million request includes \$185.6 million in appropriations for the Division of Aviation noted above as well as \$119.3 million for debt service and \$113.6 million for appropriations directly related to the Police, Fire, Fleet Management, Technology, Public Property, Sustainability, Law, and Finance. The \$30.1 million increase in the Aviation Fund stems primarily from the increases mentioned above, hiring additional police personnel due to attrition, additional costs related to negotiated wage increase for police and fire, and an increase in insurance premiums. These increases were offset by a decrease in debt service from bond refundings completed in 2020 and 2021, which targeted the refunded savings to be taken primarily in years 2021-2024 as the airport continues to recover from the impacts of the pandemic.

STAFFING LEVELS

The department is requesting 840 budgeted positions for FY 2023, an increase of 110 positions over FY 2022. This increase is due to staff shortages in Aviation. Staff shortages are attributed to our Early Retirement Program and attrition.

NEW HIRES

New Hires (from 7/1/2021 to December 2021)		
	Total Number of New Hires	Language
Black or African American	3	
Asian	1	
Hispanic or Latino	0	
White	1	
Other	0	
Total	5	0

From July 1, 2021, through December 2021, Aviation welcomed five (5) new employees. These hires included 2 nonbilingual African American Males, 1 nonbilingual African American Female, 1 nonbilingual Asian Male, and 1 nonbilingual White Female. In total, 63 permanent employees (63% male and 37% female) of the Division of Aviation are bilingual or multilingual, speaking approximately 33 languages.

EMPLOYEE DATA

Staff Demographics (as of December 2021)					
Full-Time Staff			Executive Staff		
	Male	Female		Male	Female
	African-American	African-American		African-American	African-American
<i>Total</i>	236	141	<i>Total</i>	1	3
<i>% of Total</i>	39%	23%	<i>% of Total</i>	8%	23%
<i>Average Salary</i>	\$47,833	\$52,728	<i>Average Salary</i>	\$135,692	\$145,000
<i>Median Salary</i>	\$41,295	\$45,396	<i>Median Salary</i>	\$135,692	\$150,000
	White	White		White	White
<i>Total</i>	138	32	<i>Total</i>	4	4
<i>% of Total</i>	23%	5%	<i>% of Total</i>	31%	31%
<i>Average Salary</i>	\$65,042	\$74,266	<i>Average Salary</i>	\$164,925	\$172,065
<i>Median Salary</i>	\$59,865	\$58,925	<i>Median Salary</i>	\$159,900	\$147,015
	Hispanic	Hispanic		Hispanic	Hispanic
<i>Total</i>	16	9	<i>Total</i>	0	0
<i>% of Total</i>	3%	1%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$53,950	\$53,628	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$51,881	\$48,652	<i>Median Salary</i>	\$0	\$0
	Asian	Asian		Asian	Asian
<i>Total</i>	19	11	<i>Total</i>	0	1
<i>% of Total</i>	3%	2%	<i>% of Total</i>	0%	8%
<i>Average Salary</i>	\$72,719	\$74,401	<i>Average Salary</i>	\$0	\$162,000
<i>Median Salary</i>	\$68,090	\$72,092	<i>Median Salary</i>	\$0	\$162,000
	Other	Other		Other	Other
<i>Total</i>	5	5	<i>Total</i>	0	0
<i>% of Total</i>	1%	1%	<i>% of Total</i>	0%	0%
<i>Average Salary</i>	\$65,794	\$60,691	<i>Average Salary</i>	\$0	\$0
<i>Median Salary</i>	\$68,090	\$56,573	<i>Median Salary</i>	\$0	\$0
	Bilingual	Bilingual		Bilingual	Bilingual
<i>Total</i>	40	23	<i>Total</i>	0	1
<i>% of Total</i>	7%	4%	<i>% of Total</i>	0%	8%
<i>Average Salary</i>	\$64,501	\$63,358	<i>Average Salary</i>	\$0	\$162,000
<i>Median Salary</i>	\$59,910	\$50,430	<i>Median Salary</i>	\$0	\$162,000
	Male	Female		Male	Female
<i>Total</i>	414	198	<i>Total</i>	5	8
<i>% of Total</i>	68%	32%	<i>% of Total</i>	38%	62%
<i>Average Salary</i>	\$55,164	\$57,655	<i>Average Salary</i>	\$159,078	\$165,658
<i>Median Salary</i>	\$50,307	\$45,396	<i>Median Salary</i>	\$155,000	\$156,000

PERFORMANCE, CHALLENGES, AND INITIATIVES

Aviation

Performance Measure	FY21 Year-End	FY22 Target	FY23 Target
Enplaned passengers (million)	6.54	11.00	14.30
Operations (# arrivals and departures)	218,802	266,000	300,000
Freight and mail cargo (tons)	645,407	650,000	650,000
Non-airline revenue (\$ million) ¹	\$132.63	\$125.96	\$206.20
Retail/beverage sales (\$ million)	\$75.45	\$132.00	\$161.93

¹The non-airline revenues include both operating and non-operating revenues. Non-operating revenues in FY 21 and FY 22 include Federal COVID-19 grants. FY 22 non-airline operating revenues are projected to increase by 38% over FY 21 as passenger recovery continues. FY 22 grants are projected to be 54% less than were drawn in FY 21. Overall, the combination of operating and non-operating non-airline revenues are projected to be 5% lower in FY 22 than in FY 21, entirely due to the decrease in Federal COVID-19 grants to be drawn in FY22.

Program FY23 Strategic Goals

- Advance cargo development program to allow for airfield connectivity by progressing enabling projects.
- Grow the number of airlines, non-stop destinations, cargo operations, and seats offered through PHL.
- Continue to build a culture focused on guest experience by implementing customer service training and equipping business partners to deliver experiences that address diverse needs.

Other Budgetary Impacts

Federal and State

Federal Aid Related to COVID-19

The federal government passed legislative and regulatory actions as well as implemented measures to mitigate the broad disruptive effects of the COVID-19 pandemic, which included direct aid, in the form of grants, for airports starting in 2020. To date, the Division has been awarded approximately \$260 million in COVID-19 related grants. The grant funds are being used to assist with paying portions of debt service and operating expenses in fiscal years 2020-2023.

Transportation Security Administration (TSA) Operating Grants

The TSA annually awards two Other Transaction Agreements (OTA) to PHL to help offset the Airport's cost of providing explosive detection through canine teams, and law enforcement officer support at security checkpoints. The current TSA explosive detection canine agreement allocates \$555,500 per year to PHL for a total of 4.5 years ending on 12/31/2024. The TSA Law Enforcement Officer (LEO) program partially reimburses expenses incurred by airport police officers for providing check point coverage around the clock at all the TSA checkpoints. The current LEO agreement obligates \$1,335,900 per year through 12/31/2023.

Grant and OTA Funding for Capital Projects

For Federal FY 2022, PHL anticipates receiving Airport Improvement Program funding from FAA for the Reconstruction of Taxiway J at Philadelphia International Airport, Rehabilitation of Taxiway L at Philadelphia Northeast Airport, and VALE grant from for the installation of preconditioned air units (PC Air) / Ground Powering Units (GPU). The amounts will be determined on the bid awards. In addition, during Federal FY 2022, PHL and PNE anticipate receiving FAA funding from the Bipartisan Infrastructure Law of approximately \$30.7 million for PHL, which will be used to support the cargo expansion program, and \$763,000 for PNE, which will be used for airfield improvements.

LANGUAGE ACCESS

Provide the name of your language access coordinator, the date of your last department training, and a link to the posting of your language access plan.

Our Language Access Coordinators are Kathy Padilla and Saron McKee. The responsibility for the program is in the process of transferring solely to Saron McKee.

Our Language Access Plan was last updated in January of 2022. It's posted here:

<https://www.phl.org/drupalbin//media/Airport%20Language%20Access%20Plan%20sigs%2001-31-22.pdf>

Language Access training for communications Center staff is ongoing as part of our employee orientation.

Division of Aviation

Breakdown new hires and existing staff by race and language. Breakdown how many front-line personnel are trained to provide language access services?

All Staff																	
	Spanish	French	Arabic	Hindi	Tamil	Cantonese	Mandarin	Urdu	Hebrew	Korean	Malayalam	Ibo	Yoruba	Gaelic	German	Germanic	Jamaican Patois
Black or African American	1	3										1	1		1		1
Asian	2			5	2	5	3	3		1	8						
Hispanic or Latino	12																
White	1	3	1	2					1		1			1	3		
Other			2								1						
Total	16	6	3	7	2	5	3	3	1	1	10	1	1	1	4	0	1

All Staff																	
	Indonesian	Bengali	Italian	Napoli	Albanian	Portuguese	Bantu	Russian	Ukrainian	Armenian	Vietnamese	Hmong	American Sign Language	Ewe	Kabre	Berber	Creole
Black or African American													1	1	1		1
Asian	2	1		1							2	1					
Hispanic or Latino			1														
White			2					1	1	1						1	
Other																	
Total	2	1	3	1	0	0	0	1	1	1	2	1	1	1	1	1	1

Frontline Staff																	
	Spanish	French	Arabic	Hindi	Tamil	Urdu	Hebrew	Korean	Malayalam	Ibo	Yoruba	Gaelic	German	Germanic	Shona	Indonesian	Italian
Black or African American		3								1	1		1				
Asian				3	1	1		1	5							1	
Hispanic or Latino	11																1
White	2	3	1	2			1		1			1	3				2
Other			1						1								
Total	13	6	2	5	1	1	1	1	7	1	1	1	4	0	0	1	3

Frontline Staff													
	Albanian	Portuguese	Bantu	Ukrainian	Armenian	Vietnamese	American Sign Language	Ewe	Kabre	Berber	Creole	Jamaican Patois	
Black or African American							1	1	1		1	1	
Asian						1							
Hispanic or Latino													
White				1	1					1			
Other													
Total	0	0	0	1	1	1	1	1	1	1	1	1	

How many requests for language access services did your department receive in the past year? How many language access services were delivered by staff? Breakdown language access services provided, by language, including but not limited to the language line, translation of public notices and documents, website language services, and advertisement/publication services.

Language	Requests
Spanish	738
Russian	1
Portuguese	6
French	2
Korean	3
Mandarin	2
Vietnamese	1
Bosnian	1
Total	753

PHL would normally provide Language Line services in a greater variety of languages. The pandemic has impacted what travel is available, how many people are travelling and what countries were permitted entry.

PHL received 80,000 passengers a day prior to the pandemic. The Airport receives innumerable informal assistance requests throughout the facility at information kiosks, to staff traversing the facility and to non-PHL businesses that lease space at the Airport. The majority of our informal requests are regarding assistance in locating a gate.

PHL does not provide ongoing direct services to guests that would require many translated documents or forms. Those forms that are required are usually federal forms that the Federal Government would need to provide and approve. For our DBE US DOT Disadvantaged Business Program, we have approved forms for certification of businesses available in Spanish, Chinese-Mandarin and Korean.

Explain what your department has done to improve language access services over the past year.

In the last year PHL has updated its Language Access Plan, provided training to vendor staff at information kiosks, instituted a new guest experience navigator program and provided language access training for those staff. Additionally, PHL had responsibility nationally for the Afghan Refugee efforts. We assisted almost 30,000 refugees to enter the US and provided language assistance in concert with federal agencies, volunteers and NGO’s including arranging language access.

CLIMATE CHANGE

How has climate change affected your department's provision of services?

The extreme weather events that have likely resulted from climate change have caused damage and disruption at both the PHL and PNE airports in the last 10 years and have affected the provision of services by the Division. Extreme storm events and hurricanes that bring high winds, heavy rains and flooding have caused damage to airport baggage handling equipment and energy infrastructure including high-voltage cables, transformers, and substations. Extreme weather has also caused flight delays and cancellations. High temperatures associated with climate change cause stress to airport cooling systems and higher power bills.

How might worsening climate change increase costs and demands for your department?

As climate change worsens, the increase in severe storms and extreme temperatures have the potential to increase operational costs and demands for both PHL and PNE airports, through increased power usage during summer heat waves; delays of outgoing and incoming flights due to extreme weather and airfield flooding; and damage or destruction of operational infrastructure due to flooding from extreme storm events. PHL property is vulnerable to flooding, a risk that increases as sea level rises

How does your department intend to mitigate and adapt to climate change?

DOA conducted its first Climate Vulnerability Assessment in 2019 and is currently in the process of developing a Climate Adaptation & Resiliency Plan to identify infrastructure and assets at risk to impacts from climate change, and to mitigate those risks, with a targeted completion date of Fall 2022. This project is accompanied by a hydrologic and hydraulic (H&H) modeling effort on sea level rise impacts to PHL, as well as a Stormwater Master Plan that will assess storm sewer flooding risk at PHL. The Division incorporates resiliency considerations into all capital projects, ensuring that new development, equipment and infrastructure is protected against climate change impacts, and is developing a plan to safeguard existing equipment and infrastructure.